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ABSTRACT

The 1975 supplement to the National Task Bank consists of 550 additional tasks in the field of human service selected and edited from task analysis projects in a number of States. The supplement is organized in the same format and numbered sequentially with the original edition published in 1973. The use, organization, and development of the Bank, which now contains a total of 1,096 task statements useful in the solution of manpower problems, are described. Tasks in the Supplement are arranged in 14 functional categories of data, people, and things for human service agency personnel including professional social workers, paraprofessionals, administrative, and clerical workers. Within each category, tasks are organized into subcategories and coded for identification purposes. The bulk of the document consists of the task statements in a form similar to that of the Upjohn Task Bank Cards. Information includes: a task description, performance standards (descriptive and numerical), training content (functional and specific), and suggested GED score levels. (Author/HS)

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NATIONAL TASK BANK

TASKS IN SOCIAL WELFARE

FIRST EDITION
April 1973

Revised
November 1975

U.S. DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
SOCIAL AND REHABILITATION SERVICE
STATE MANPOWER DEVELOPMENT STAFF

CE006826

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
SOCIAL AND REHABILITATION SERVICE
WASHINGTON, D.C. 20201

March 25, 1976

TO: USERS OF THE NATIONAL TASK BANK OF TASKS IN SOCIAL WELFARE

SUBJECT: THE 1975 SUPPLEMENT TO THE NATIONAL TASK BANK

Attached is a copy of the 1975 supplement to the National Task Bank, consisting of some 550 additional tasks selected and edited from the submissions of participating States in 1974.

Organization:

The supplement is organized in the same format and numbered sequentially with the original edition published in 1973. To incorporate these additional tasks, substitute the new table of contents for the existing one, and also substitute the new index pages, at the beginning of each major category. New sub-categories have been added which are not mentioned in the earlier table of contents or on the index pages.

Next, insert the new tasks by category and sub-category into the original task bank. For example; the first category in the Task Bank is labled ADMINISTRATION, and the first sub-category, A, is (Program Planning and Development). The new tasks begin with task number A.A.12 and continue through A.A.22. Insert these eleven tasks in the bank, following task number A.A.11.

The next sub-category is A.B. (Fiscal/Budget Planning and Management). The new tasks begin with task number A.B.8 and continue through A.B.25. Insert these tasks in the bank following task number A.B.7. Follow this procedure throughout to combine the supplementary tasks with the original Bank.

In some instances, new sub-categories have been added. For example, under the category ADMINISTRATION, a new sub-category, A.F. (Personnel has been added. Insert this sub-section following task number A.E.5. Use the new table of contents as a guide, and the process should proceed smoothly.

FUTURE ADDITIONS TO THE TASK BANK

It is respectfully requested that Task Bank users devise a means for the identification of new tasks developed in the field, which are not now included, so that new tasks can be identified quickly and easily submitted at a later date for inclusion in the next supplement. Your assistance will be appreciated.

James J. Gigante
Director, Division of Training and
State Manpower Utilization, OSI

Attachment

U.S. Department of Health, Education, and Welfare
Social and Rehabilitation Service

NATIONAL TASK BANK
Revised November 1975

The National Task Bank consists of 1,096 tasks in the field of human service, arranged in 14 categories. These tasks have been taken from task analysis projects in a number of States who were concerned with a more efficient and effective use of available manpower resources, and with the development of career lattices for the advancement of all staff, especially the paraprofessional.

ORGANIZATION

Table of Contents:

The Table of Contents of the National Task Bank was developed to provide a point of reference for, and to facilitate the review of the Task Bank by Task Bank users and to provide SRS with a broad idea of the kinds of work and service areas which have been analyzed. This identification enables future efforts to focus on areas which have not been covered or analyzed, or which have been covered inadequately.

Please note that the development of a Table of Contents by an ad hoc group is inconsistent with the theories and principles of Functional Job Analysis. which looks at work not in terms of titles or positions, but in terms of functional levels and orientation. In no case do we mean to suggest that the tasks in a particular section are performed only by workers with titles associated with the title of that section. Tasks in the Social Work section are not performed only by social workers, nor are those in the clerical section performed exclusively by clerical personnel.

Format:

A. Tasks are presented on a form similar to that of the Upjohn Task Bank cards, (McBee Keysort System) except that the mechanism for punch coding, located around the margin of the McBee card, has not been shown.

B. Coding: Tasks are coded in the upper right-hand corner, in the box labeled, "Task No.".

EXAMPLE: Task No. A.A.1

A. (first letter) = category (Administration)
A. (second letter) = sub-category (Program Planning and Development) of category (Administration).
1 (number) = unique number of task within sub-category.

The letters and numbers do not indicate importance or complexity of the task. They are only for identification purposes. Thus, the task coded A.A.1 is not necessarily more important or more complex than the task coded A.B.2.

C. Identification/Location: The Table of Contents is a list of categories and sub-categories of the tasks in the National Task Bank. To find a specific task in the National Task Bank:

1. Search the Table of Contents for the category and sub-category which best fits the particular situation.

2. Locate that category or sub-category by code (Upper right-hand corner of Task Statement Blank in box labeled, "Task No.").

3. Read through the tasks in the sub-category to find the one which best fits the situation.

Note that there is some overlap among the categories and sub-categories. That is, there are some Clerical tasks in the Income Maintenance/APA category, etc. Because of the infinite ways tasks are organized into jobs it is necessary to review several related categories to insure that all related, or comparable, tasks in the task bank have been identified and selected to meet the needs of the analysis under investigation.

USES OF THE NATIONAL TASK BANK

The National Task Bank can be used by many people to provide information for the solution of manpower problems:

SUPERVISORS-in evaluating performance, assigning task.

TRAINERS -in identifying needs and developing curricula.

MANAGERS/ADMINISTRATORS
-in developing staffing patterns.

JOB DESIGNERS
-in developing career ladders and lattices, and restructuring assignments.

PERSONNEL OFFICERS
-in interviewing job applicants.

CLASSIFICATION SPECIALISTS
-in classifying jobs for pay purposes.

The National Task Bank does not provide complete coverage of the field, nor is every task written in the way that an individual State will find most usable. Individual users must recognize that the tasks in the National Task Bank were edited without a knowledge of the objectives to which they would contribute and without knowledge of the complexity of forms, standard operating procedures (SOP's), manuals, guidelines, etc., involved in the tasks. Editors in the field will need to develop new tasks and modify or adjust those in the National Bank to fit their specific needs and situation.

This need for individual adjustments will be particularly evident with regard to the GED levels of Reasoning, Math, and Language. The editors' lack of knowledge of the complexity, size, and information requirements of forms, complexity of SOP's, manuals, and guidelines, made it impracticable to reliably assign GED levels from the information in some of the tasks.

Procedure

Following a meeting of task analysts in November 1971, the Social and Rehabilitation Service, in March 1972 requested through the regional offices, that States submit tasks to SRS for inclusion in the selection and editing process for a National Task Bank. These tasks were subsequently delivered to the Upjohn Institute.

During this same period, the Upjohn Institute conducted a Reliability Study to determine the amount and type of consensus among editors in various States, and provide a point of reference for editing and selecting tasks from individual States. The study consisted of 15 task statements, divided into two sections. Editors were asked to rate the first 10 tasks, referring to the Upjohn Benchmarks and using their own knowledge and experience in the field. For the last five tasks, they were asked to edit, rate, and develop performance Standards and and Training Content for each task.

The analysis of the information in the Reliability Study provided the material for the development of the Editing Manual.

In April 1972, the Upjohn staff completed the initial sort of the tasks received into broad program areas. These tasks were then submitted to a detailed comparison to consolidate those with face similarity and identify those with substantive differences. The detailed comparison facilitated the initial selection of tasks to be edited within each broad program area or category. This selection was based upon the available material and the applicability of the content of the tasks to a variety of users.

The tasks were edited by the staff of the W.E. Upjohn Institute with assistance provided by selected personnel from SRS.

A coding procedure for identification purposes was developed, and each task was coded by category, sub-category, and unique number within the sub-category. Like the organization of the material, this procedure allows for inclusion of new tasks and deletion of those which may not be applicable within specific organizations.

Early in 1974, a second request was made to States using task analysis, to submit tasks which had been developed since the issuance of the National Task Bank in 1972. These tasks were sorted, screened and edited in a proceedure similar to the process employed in the development of the initial Task bank.

Since the Task Bank has been developed primarily to meet the needs of State agencies, categories were included in this revision which were not included in the initial issuance, and includes programs for which the Social and Rehabilitation Service does not have administrative responsibility.

The rationale for inclusion in the "Program Areas" section of the Task Bank, tasks from such fields as Mental Health, Corrections, Juvenile Court, Rehabilitation Services and Medicine, has to do with the organizational structure of State programs. An increasing number of States now operate their various human service agencies in a variety of configurations which have been collectively referred to as "umbrella" agencies. In some States where task analysis is being employed, the Social and Rehabilitation Service related agencies are administratively housed in such umbrella agency. It is these States who have submitted tasks in the above-mentioned categories. Since other States may be able to make use of these tasks, they have been incorporated into the Task Bank with this revision.

REFERENCES

The following reference materials may be useful in understanding and using the National Task Bank.

1. Fine, Sidney A., and Wiley, Wretha W. An Introduction to Functional Job Analysis: A Scaling of Selected Tasks from the Social Welfare Field, W.E. Upjohn Institute for Employment Research

   Describes the theoretical framework and procedures of FJA. In addition, provides the seven Functional Job Analysis Scales and the illustrative benchmark tasks.

2. Editing Manual, U.S. Department of Health, Education, and Welfare, Social and Rehabilitation Service, Contract No. 72-25. February, 1973.

   Provides guidelines for editing tasks written according to the principles and techniques of FJA. It is intended for use by persons trained and competent in FJA task analysis. It is not intended as introductory material.

3. Task Analysis and Job Design for Public Assistance Agencies, DHEW-SRS. 220 pp. U.S. Government Printing Office, 1973 (Catalogue Number SRS-73-21204).

   Describes the procedures involved in the application of Functional Job Analysis (FJA) to manpower planning in the assistance payments processes of Public Assistance Agencies.

4. Task Analysis: How to Use the National Task Bank. W.E. Upjohn Institute for Employment Research. c. 1973.

   A multimedia training package with training materials for twenty trainees. Contains lesson plans, film scripts, audio tapes, and wall charts.

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"Revised November 1975"

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ADMINISTRATION

(A) 104

A. Program Planning and Development
B. Fiscal/Budget Planning and Management
C. Staff Assignments, Direction, and Evaluation
D. Community Relations
E. Negotiation
F. Personnel

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4	1A	50	40	10	5	5	3	5	A.A.12

GOAL:

OBJECTIVE:

TASK: Evaluates/examines individual program areas in personal visits to counties, in relation to changes in program structure, using own knowledge, agency guides, manuals, discussing needed changes with County Directors and others, reviewing reports in order to determine what changes must be made in individual county programs.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Thorough in examination of county programs, sensitive to the different needs of different county offices.
- Understands rationale behind present operation -- in considering changes.
- Manner is courteous.
- Obtains all essential information.

NUMERICAL:

- In X time, fewer than X number of complaints from county offices, that worker did not thoroughly examine their operation before recommending changes.
- Independent evaluation by qualified superior identifies fewer than X number of changes which need to be made in a county office that worker approved.

TRAINING CONTENT

FUNCTIONAL:

- Extensive knowledge of the agency operation
- How to review program in relation to policy
- How to identify gaps in service programs
- Knowledge of dynamics of organizational change

SPECIFIC:

- Knowledge of how county programs contribute to State/area objectives
- Knowledge of personalities of county staffs
- Knowledge of budget realities, manpower
- Knowledge of community/county support

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45	50	5	5	5	1	4	A.A.13

GOAL:

OBJECTIVE:

TASK: Discusses/explains new programs, procedures and/or problems with staff, department heads and/or Director at meetings, listening to their views, exchanging and clarifying information as needed, and advising them when appropriate, using own knowledge, agency policy documents, manuals concerning agency's programs, procedures and problems in order to recommend steps to be taken on these administrative matters.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Recommendations are workable, logical and practical, based on available information
- Worker's explanations and clarifications are accurate, thorough and well-organized.
- Worker's manner is open, courteous and consistent with agency procedure for business meetings.

NUMERICAL:

- Over X period of time, not more than X number of complaints are received concerning worker's advice and recommendations and/or manner.

TRAINING CONTENT

FUNCTIONAL:

- How to analyze/interpret data, clearly/concisely
- How to formulate recommendations based on available information
- Knowledge of small group management techniques

SPECIFIC:

- Knowledge of agency's new programs, procedures and/or problems
- Knowledge of staff, department heads, and/or Director, their ideas, responsibilities and problems
- Knowledge of institution's S.O.P. for a business meeting

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	5	2	5	A.A.14

GOAL:

OBJECTIVE:

TASK: Examines/evaluates ongoing agency programs in relation to new State and Federal guidelines/regulations in order to recommend adjustments in policies/procedures which will ensure compliance with these guidelines/regulations.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Recommended changes ensure consistency with State and Federal guidelines.
- Evaluation is comprehensive, objective.

NUMERICAL:
- Worker recommends changes within X period of time, after notification of new guidelines/regulations.
- Co-workers agree with worker's recommendations in X% of cases.

TRAINING CONTENT

FUNCTIONAL:
- How to evaluate an existing program in relation to new standards/guidelines
- Knowledge of social service principles

SPECIFIC:
- Knowledge of purpose, goals, objectives of specific service programs
- Knowledge of where/how to obtain notification of new guidelines/regulations
- Knowledge of existing/new State/Federal guidelines concerning specific service programs

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45	55	5	5	5	2	5	A.A.15

GOAL:

OBJECTIVE:

TASK: Explains/discusses/talks with Bureau Directors and other supervisory personnel concerning State, Federal legislation, and agency policies/procedures, in order to sharpen their understanding of the legislation and/or policies and enable them to adhere to Federal/State requirements when developing their own programs.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discussion is clear, concise, comprehensive.
- Worker is tactful and shows respect for others' viewpoints.
- Interpretations and information given is accurate and reliable.

NUMERICAL:

- No more than X% personnel manifest misunderstanding of legislation/policies/procedures subsequent to worker's discussion.
- No more than X% supervisory personnel are found to be deviating from legislation or policies in an on-site review.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of legislative and implementing processes as they relate to the agency
- How to convey information clearly and comprehensively

SPECIFIC:

- Knowledge of legislative base, goals, objectives, policies, and procedures of agency
- Knowledge of areas of responsibilities and capabilities of Bureau Directors and other supervisory personnel, and how existing or new legislation affects their departments
- Knowledge of new/existing legislation affecting agency programs

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	5	2	5	A.A.16

GOAL:

OBJECTIVE:

TASK: Reviews/assesses reports to be sent to the Federal Government, checking for completeness/accuracy, using a knowledge of the subject of the report/reference sources for additional information, if needed, making the necessary corrections, in order to formulate a final report.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Final report is complete/clear/accurate.
- Review is thorough, completed in reasonable amount of time.

NUMERICAL:
- Federal Government reports no mistakes in report and that report is complete.
- Report is finalized in X amount of time.

TRAINING CONTENT

FUNCTIONAL:
- How to examine a report against standards/requirements
- How to use reference sources
- How to prepare reports

SPECIFIC:
- Knowledge of specific subject of the report
- Knowledge of where to obtain additional, needed information
- Knowledge of Federal standards for the report

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	5	3	5	A.A.17

GOAL:

OBJECTIVE:

TASK: Decides/determines the validity of conflicting points of view about a specific program policy, evaluating arguments, judging the benefits occurring to each alternative, considering probable cost factors and the likelihood of achieving objectives, based largely on experience and training, in order to make binding policy decisions for the agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Policy decisions based on perceptive and thorough examination of various points of view.
- Accurately estimates the financial costs/savings of alternatives
- Makes valid judgements regarding the advantages/disadvantages of each alternative.

NUMERICAL:

- In X time, fewer than X number of complaints from subordinates that their point of view did not get fair consideration.
- After X time, X% of people using policy feel that policy is achieving objectives.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate conflicting points of view
- How to use accounting principles to determine cost variables
- How to assess program objectives
- How to develop policy

SPECIFIC:

- Knowledge of specific program including budget, manpower, attitudes of staff, lines of authority, policy development process
- Knowledge of program goals and objectives

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80	5	15	5	5	3	5	A.A.18

Organizational Unit | Goal | Objective

GOAL:

OBJECTIVE:

TASK: Evaluates a specific program's activities/accomplishments in relation to stated program goals within the agency, using own knowledge, reports by (subordinates) staff, in order to prepare a written report on the success/failure of the specific program as requested by the Director.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Report incorporates all available data.
- Report is inconsistent with evaluation results.
- Report is completed with reasonable speed.

NUMERICAL:
- Supervisor notes no more than X instances in which available data is omitted or improperly used.
- X% co-workers state that report is clearly written, easy to comprehend.

TRAINING CONTENT

NUMERICAL:
- How to evaluate a program
- How to prepare a written report
- Knowledge of management by objectives

SPECIFIC:
- Program goals within the agency
- Where/how to evaluate program's activities/ accomplishments
- Purpose, goals, objectives of the specific program

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45%	50%	5%	5	5	1	4	A.A.19

GOAL:

OBJECTIVE:

TASK: Discusses/informs/consults with personnel from other public and/or private agencies involved in specific program, describing the state's position, discussing pertinent Federal Regulations, asking/answering questions, exchanging/describing relevant information/experiences in order to foster cooperation and coordination among agencies offering specific service/program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Consistently works for cooperation among various groups.
- Carefully and clearly explains the state's position.
- Works for the best welfare of elderly persons.

NUMERICAL:

- In X time, fewer than X complaints from agencies/community groups about worker failing to be helpful in clearly explaining the state's position.
- In X time, X% of experts agree with information provided by worker.
- In X time, fewer than X complaints regarding degree of cooperation.

TRAINING CONTENT

FUNCTIONAL:

- How to interpret Federal Regulations.
- A thorough understanding of the specific program.
- Knowledge of philosophy in the specific program.
- Ability to speak extemporaneously.
- Ability to quickly extract pertinent facts from a mass of information.
- Ability to engage people in dialogue.

SPECIFIC:

- The specific information/assistance desired by the requesting agency/group.
- Knowledge of specific state and Federal programs/funding available.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	60%	35%	5%	4	4	1	4	A.A.20

GOAL:

OBJECTIVE:

TASK: Writes/rewrites manuals/brochures as requested or assigned by supervisor updating information which will reflect the current legislative/regulatory/programmatic requirements, referring to existing manuals/brochures, earlier or related regulations, guide material, conferring with various bureau representatives in order to compose a current manual for the requesting departments.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Material written is accurate and clearly reflects legislative changes.
- Follows directives of requester precisely.
- Works with reasonable speed.

NUMERICAL:

- Fewer than X errors relating to writing policy per project.
- Completes each project within X time after requested.

TRAINING CONTENT

FUNCTIONAL:

- How to understand/interpret legislation.
- How to write technical guide material.
- How to use discussion to obtain specific information.

SPECIFIC:

- Knowledge of the purpose of each project.
- Who to consult for each project.
- Expected completion date.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4A	1A	45%	50%	5%	5	5	3	5	A.A.21

GOAL:

OBJECTIVE:

TASK: Consults (discusses/explains/asks questions/clarifies) with resource persons, both within the Department and outside, as problems arise which require specialized experts; exercising discretion in selecting the appropriate person(s) and in probing with that person possible organizational structures/solutions/alternatives based on own knowledge of Department capabilities, policies, needs in order to integrate own professional judgement, staff input, and specialized expert opinion into the solution of a problem.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker realistically considers reality conditions as he understands them in the Department, while consulting with expert.
- Worker exercises appropriate discretion in limiting/expanding discussions.
- Worker uses good judgement in referring problem for consultation.

NUMERICAL:

- In X time, bureau chiefs, supervisors make fewer than X number of complaints about the capability of the resource person selected.
- In X time, supervisor expresses approval on the basis of practicality, workability of solutions agreed to by worker and consultant.

TRAINING CONTENT

FUNCTIONAL:

- How to assess, define and state a problem to a specialist.
- How to locate/select an authority in the field on the basis of availability, experience, credentials, etc.
- How to present the problem, direct the discussion to that problem.
- How to work analytically in a conference.
- How to integrate possibilities into the total organizational structure.

SPECIFIC:

- Departmental goals, objectives, policies, priorities.
- Contacts with authorities in various fields in the department, outside.
- Monetary, time constraints.
- Reality conditions of the program.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	90	5	5	5	5	3	4	A.A. 22

GOAL:

OBJECTIVE:

TASK: Plans/composes/writes grant application on federal grant forms, justifying request for funds, on instruction by Director, using own knowledge of institution's needs/resources and federal standards/guidelines for obtaining funds, in order to prepare grant requests.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Grant request is thorough, accurate and persuasive.
- Plans are practical, expedient, workable, and thorough.
- Request is written in a reasonable amount of time.

NUMERICAL:
- Over X period of time, X% of grant requests are approved by the Federal Government.
- Grant request is written X number of days before the Federal deadline for submission.

TRAINING CONTENT

FUNCTIONAL:
- How to plan a program considering all of its many aspects
- How to fill out Federal forms
- How to gather/analyze/organize information from several sources

SPECIFIC:
- Knowledge of Director's advice
- Knowledge of all aspects of the projected program
- Knowledge of the particular Federal grant request form
- Knowledge of the institution's needs, resources, and procedures
- Knowledge of Federal standards/guidelines for obtaining grant funds

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	60	35	5	5	4	4	4	A. B.8

GOAL:

OBJECTIVE:

TASK: Examines/evaluates the budget proposal after it has been reviewed by the Department reviewing committee, referring to the committee's suggestions and guidelines, conferring with and responding to questions of the institution's department heads in order to determine adjustments/revisions to meet the Department/units suggested guidelines and limitations.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Accurately determines where the budget can be adjusted.
- Carefully consults all department heads in order to determine the areas that would be least affected by budget cuts.
- Adjusts the requests to meet the review committee's suggestions.

NUMERICAL:
- The revised budget always follows the reviewing committee's guidelines.
- All departments are consulted and notified of needed budget cuts specific to each department.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of budget process
- How to discuss financial needs and limitations with department heads

SPECIFIC:
- Knowledge of the operation of the institution -- which areas can be cut with the least amount of disruption
- The guidelines and suggestions set forth by the budget reviewing committee

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85	5	10	4	4	3	4	A.B.9

GOAL:

OBJECTIVE:

TASK: Examines/reviews expenditures/regulations of institutions/agencies/offices within the Department in relation to amount of funds available/appropriateness, necessity of purchases and knowledge of needs of the institutions/agencies/offices, following agency guidelines for purchasing, in order to determine if expenditures were necessary/appropriate.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Conclusion is consistent with data.
- All factors and variables are considered.

NUMERICAL:
- Fewer than X complaints are received from institutions/agencies/offices in X time concerning factors not considered.
- Supervisor agrees with X% of the worker's decisions.

TRAINING CONTENT

FUNCTIONAL:
- How to evaluate expenditure reports

SPECIFIC:
- Expenditures for institutions/agencies/offices needs
- Agency guidelines for purchasing

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	4	3	3	A.B. 10

GOAL:

OBJECTIVE:

TASK: Evaluates/examines property repair requests submitted by area or county workers for clients, weighing feasibility of project in terms of cost, need, alternative service, urgency, and state guidelines, in order to recommend approval/disapproval of requests to higher authority.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker thoroughly examines all aspects of the request.
- Recommendation is based upon a careful examination of the request, in relation to program requirements.

NUMERICAL:
- In X time, at least X% of recommendations are upheld by higher authority.
- In X time, fewer than X number of requests are returned to area office for more information.

TRAINING CONTENT

FUNCTIONAL:
- How to evaluate written requests according to program requirements
- How property repairs relate to property value
- How to recognize inconsistencies in a written report (allegation not fully documented, inflated cost estimate, unsuitable or ineligible requests.)

SPECIFIC:
- Specific program requirements
- Alternative sources of service
- Property conditions, environmental stress of the areas
- State guidelines, procedures on which to base decision

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	1A	1A	90	5	5	3	4	3	3	A.B. 11

GOAL:

OBJECTIVE:

TASK: Requests transfer of funds by letter/memo from one account to another following agency S.O.P. regarding transfer of funds in order to maintain available funds to meet immediate expenditures.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Requests are clear, thorough, and accurate.
- Worker completes task in reasonable amount of time.

NUMERICAL:
- Less than X% of requests are denied due inaccurate, incomplete, or unclear requests.
- Letter/memo written in X amount of time.

TRAINING CONTENT

FUNCTIONAL:
- How to write business letters
- Knowledge of accounting methods

SPECIFIC:
- Knowledge of agency accounts and expenditures
- Agency S.O.P. regarding transfer of funds

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1A	85	5	10	2	2	1	2	A.B. 12

GOAL:

OBJECTIVE:

TASK: Checks/examines county accounts, identifying counties whose accounts are in arrears in payments for their share of assistance payments, based on agency S.O.P. for billing counties, in order to determine which counties should be sent a reminder about their payment.

PERFORMANCE STANDARDS

DESCRIPTIVE:

. Carefully checks each county account.
. Notes all counties which still owe for their share of assistance programs.
. Notifies appropriate people in the counties of their lack of payment.

NUMERICAL:

. All counties who are in arrears of assistance payments are notified.
. Over X period of time, less than X cases of overdue payments are missed.
. Counties are notified in X time after it has been determined that their payments are in arrears.

TRAINING CONTENT

FUNCTIONAL:

. How to read and sort data

SPECIFIC:

. Location of accounts
. When to check the accounts and when the account becomes overdue.
. Agency S.O.P. for billing counties

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	60	35	5	4	4	3	4	A.B. 13

GOAL:

OBJECTIVE:

TASK: Examines/evaluates/discusses with affected offices/departments/makes changes on requisitions, using knowledge of budget limitations and priority needs of the departments as guidelines, in order to insure that the departments receive supplies most needed without exceeding the agency's budget.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Departments receive supplies needed.
- The budget is followed.
- Decisions to change requisitions are consistent with data, reasonable and fair.

NUMERICAL:
- The budget is never exceeded.
- No more than X decisions made over X period of time are reversed by supervisor.
- Over X period of time, no more than X purchases are made of equipment/supplies that are unused.
- Less than X complaints that needed supplies have not been obtained.

* Similar task performed in relation to personnel needs.

TRAINING CONTENT

FUNCTIONAL:
- How to evaluate a supply/equipment request with respect to system priorities and needs
- How to reach concensus with coworkers
- Knowledge of accounting practices/procedures

SPECIFIC:
- The agency's budget
- Purpose and priorities of the different departments
- Knowledge of the specific needs of the offices and departments within the agency
- S.O.P. for requisitioning supplies

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85	5	10	4	4	4	3	A.B. 14

GOAL:

OBJECTIVE:

TASK: Reviews/examines/checks prepared bills to be sent to counties for their share of matching funds for assistance programs, checking the total against the state share, based on Federal and State policies, procedures, and guidelines governing financial participation in assistance programs, approving correct bills with signature, in order to validate county bills for payment.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Carefully examines every prepared bill.
- Accurately determines the correctness of each bill.
- Approves correct bills.
- Works with reasonable speed so the money can be returned by the county for the proper fund.

NUMERICAL:
- In X time, less than % of errors are identified in the amount counties [illegible] for assistance programs.
- Bills are approved by X date each billing period.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of the assistance programs and the funding procedures
- Knowledge of accounting procedures

SPECIFIC:
- The specific ratio for matching funds between the county and state for assistance programs
- The billing date
- Where to sign the bill for validation
- Knowledge of Federal and State policies, procedures and guidelines governing financial participation in assistance programs

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	4	4	3	3	A.B.15

GOAL:

OBJECTIVE:

TASK: Reads/reviews/interprets new policies and regulations governing accounting procedures for agency business practices, in order to keep abreast of all new regulations needed to correctly complete accounting tasks.

PERFORMANCE STANDARDS

DESCRIPTIVE:

. Worker thoroughly reads and accurately interprets new policies and regulations.

NUMERICAL:

. Less than X complaints over X period of time that worker did not correctly apply new policies and regulations to tasks.
. Worker reads all regulations and policies.
. Worker reads information with X period of time.

TRAINING CONTENT

FUNCTIONAL:

. How to read and understand policies and regulations governing accounting procedures

SPECIFIC:

. Knowledge of Federal, State and agency policies/ regulations governing accounting procedures
. Which policies to read

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	80	15	5	5	5	4	5	A.B.16

GOAL:

OBJECTIVE:

TASK: Reviews/assesses tentative programs/budgets in the agency, using knowledge of needs of the department referring to recommendations of colleagues and making adjustments, using discretion as needed in order to formulate the final budget/program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker considers all facts and variables.
- Final plan is consistent with needs of budget/ program, changes are supported with reason.

NUMERICAL:

- Final plan is completed within X period of time.
- Statement of final plan is always acknowledged as complete and reflecting needs by colleagues.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of accounting procedures.
- How to adapt new materials into a plan framework.
- How to follow through on and develop suggestions of others.
- Knowledge of budget/ process.

SPECIFIC:

- Tentative program/budget.
- Sugestions of colleagues.
- Needs for budget/program.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	4	4	3	4	A.B. 17

GOAL:

OBJECTIVE:

TASK: Examines/evaluates spending trends of various programs served by the agency in relation to the allocation for the program, checking past expenditures, computing the amount of remaining funds and computing projected expenditures, applying a knowledge of accounting procedures and agency S.O.P. for handling projected overspending, in order to determine if there are sufficient allocated funds to maintain the present program.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Carefully and accurately calculates funds remaining, and the expected expenditures.
- Uses good judgment in determining if there are enough funds to maintain present programs.

NUMERICAL:
- In X time, fewer than X errors in the computation of projected expenditures.
- Projected over-spending of allocated funds is always determined.
- Evaluation completed by due date.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of accounting and accounting procedures
- How to calculate projected expenditures

SPECIFIC:
- Location of accounting records
- Knowledge of amount of funds allocated for each program
- S.O.P. for handling projected overspending

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	90	5	5	5	5	3	4	A.B. 18

GOAL:

OBJECTIVE:

TASK: Examines/evaluates consolidates agency/institutional budgets prepared for the biennium, checking whether all line items are within allowable range, determining whether the total budget for the department is within limits, applying knowledge of accounting and experience with State and Federal funding processes and procedure, in order to develop departmental budget.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately determines if the increases are sufficient or extravagant.
- Returns budgets for adjustments if they do not represent clearly or accurately the needs of the institution or department, or if requests exceed the guidelines.

NUMERICAL:

- Fewer than X complaints are received from business managers at the institutions and agencies that requested adjustments were unnecessary.
- Every budget is carefully examined for the biennium.
- Upon review, worker catches all errors on estimates that exceed the guidelines.

TRAINING CONTENT

FUNCTIONAL:

- How to analyze and prepare a budget
- Knowledge of budget procedures and policy

SPECIFIC:

- The present financial situation of the state and the probable legislative reactions to the biennium budget
- S.O.P. for returning budgets for adjustment
- Guidelines for salary, services and maintenance increases
- Knowledge of Federal and State funding procedures and requirements

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	80	5	15	4	4	3	4	A.B. 19

GOAL:

OBJECTIVE:

TASK: Prepares/composes/writes financial reports (regular and special requests) for top management, referring to bookkeeping records on costs, expenditures, and projected costs of the agency, arranging them in a format in order to supply budget and financial information to management.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Prepares accurate and complete reports upon request.
- The reports are legible, comprehensible, and consistent with the request.

NUMERICAL:

- Over X period of time, less than X% of the reports are incomplete or inaccurate.
- Reports are prepared by X time after request or on schedule for regular reports.
- In X time fewer than X reports do not meet the request as determined by management.

TRAINING CONTENT

FUNCTIONAL:

- How to interpret bookkeeping records and statistical data
- How to write financial reports

SPECIFIC:

- How to use the institutional bookkeeping system
- Knowledge of when regular reports are due
- Institutional S.O.P. for preparing statistical and bookkeeping information

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	70	25	5	4	4	3	3	A.B. 20

GOAL:

OBJECTIVE:

TASK: Evaluates/assesses information from company catalogues, using agency's requisition orders and own knowledge of companies, their products, and services, and discussions with other staff, following State guidelines for institutional purchases and agency S.O.P., in order to decide which companies to send bid options.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's manner is open, agreeable, frank, and precise to all with whom he discusses business.
- Decisions as to companies are made in a reasonable amount of time.
- Uses good judgment in selection, based on all available data.

NUMERICAL:

- Over X period of time, no more than X number of complaints are received from institutions, that the materials they received are not adequate or appropriate.
- Over X period of time, no more than X number of complaints are received from companies regarding accuracy/content of bid option.

TRAINING CONTENT

FUNCTIONAL:

- How to reach concensus in discussions with coworkers
- How to evaluate purchasing information against agency need
- How to evaluate data against a set of criteria

SPECIFIC:

- Knowledge of catalogues and the companies which issue them
- General knowledge of institution's needs and personnel
- Knowledge of state guidelines as they apply to institutional purchases

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	4	4	3	3	A.B. 21

GOAL:

OBJECTIVE:

TASK: Evaluates and examines bid offers in contracts and requisitions from various companies, using a desk calculator and own knowledge of companies, their products, and services, following state guidelines in order to decide which offer is of the best quality, at the best price.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Decision is the most advantageous for the institution, and based on good judgment.
- Calculations are accurate and present an exact picture of the advantages and disadvantages of the bids.
- Decision is in accordance with state guidelines.
- Decision is reached in a reasonable amount of time.

NUMERICAL:

- Over X period of time, at least X% of worker's decisions are received favorably by institutions involved in contract and/or requisition.
- Over X period of time, no more than X number of errors and/or omissions are discovered in worker's calculations.

TRAINING CONTENT

FUNCTIONAL:

- How to use desk calculator
- How to calculate figures
- How to evaluate data and draw conclusions

SPECIFIC:

- Knowledge of office calculator
- Bids to be examined
- Companies making bids
- State guidelines for purchases and contracts
- How to apply state guidelines

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	3	4	A.B.22

GOAL:

OBJECTIVE:

TASK: Reviews requests for partial contract payments, determining whether the request is accurate in relation to the work completed to date in order to determine whether to approve partial payment.

Organizational Unit | Coal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately recomputes the amount of payment for work completed to date.
- Partial payments are consistent with contract terms.
- Works with reasonable amount of speed.

NUMERICAL:

- In X time no more than X errors in approved partial payments.
- Always follows contract terms.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of contracts and contracting practices/procedures.
- How to determine accurate payment for completed work.

SPECIFIC:

- Knowledge of specific contract terms.
- Knowledge of the progress on the specific project.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. [illegible] - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	90%	5%	5%	4	4	4	3	A.B.23

GOAL:

OBJECTIVE:

TASK: Plans/determines/organizes the accounting procedures and the filing system of the accounting section of the institution, applying knowledge and experience of accounting systems, office machines, business administration practices, in order to facilitate the best accounting system for the institution, and have records and accounts readily available for audits.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately determines the best accounting system to facilitate the institution's accounts and its volume of business.
- Plans the most efficient system of accounting.
- The accounts are clear and can be easily audited with the files arranged so verification of accounts is rapid.
- Facilities available are used in the most efficient manner.

NUMERICAL:

- Fewer than X complaints are received from auditors about the arrangement or the difficulty of auditing the accounts of the institution.
- Fewer than X delays per audit because the filing of vouchers and verification of accounts are not readily available.
- Fewer than X experts in the field disagree with the system of accounting.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of accounting practices and procedures.
- How to organize a system.
- Knowledge of accounting machine's functions and operation.
- Knowledge of business administration practices.

SPECIFIC:

- Knowledge of audit requirements.
- Knowledge of the volume of business carried out by the institution.
- Specific facilities and machines available at the institution.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	80%	15%	5%	4	4	3	4	A.B. 24

GOAL:

OBJECTIVE:

TASK: Lists past expenditures, indicates change in unit cost, specifies amount/quantity anticipated for use in annum period, basing expectations on projection of past use and future needs and contacting department heads for special needs/priority/additional needs/etc., in order to collect information for use in budget preparation, requests for Federal grants.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is thorough, uses common sense in compiling data pertinent to giving an accurate picture of the institutional projected need for equipment/supplies/repairs.
- Changes in unit cost are accurately recorded.
- Projection of future needs is based on reasonable assumptions, accurate assessment of institutional needs.

NUMERICAL:

- In X time, fewer than X number of errors/omissions in list of past expenditures.
- In X time, expenditures during year is within X% of workers projection at least X% of time.

TRAINING CONTENT

FUNCTIONAL:

- How to compile accurate accounts from a variety of sources.
- How to project/estimate expenditure needs on the basis of past use/requests.
- How to make priority decisions.

SPECIFIC:

- Sources of information about past expenditures.
- Budget realities of the institution.
- Relative growth/responsibility/priority of each department.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	60%	5%	5	5	3	4	A.B. 25

GOAL:

OBJECTIVE:

TASK: Discusses/talks/confers with members of specific legislative committees concerning a Bureau's budget or legislative proposal, describing/discussing agency program, problems, expectations, in order to sharpen legislators' understanding of the need for and the support of such legislation.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate and comprehensive when consulting with legislators.
- Understand Bureau's purpose, goals, objectives well enough to answer questions to legislators' satisfaction.

NUMERICAL:

- No more than X complaints over X period of time that worker's discussion was unclear or illogical.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of legislative process.
- How to convey information clearly and answer questions about presented subjects.
- How to be convincing.
- Thorough knowledge of program practice and philosophy.

SPECIFIC:

- Bureau's budget and/or legislative requests and why they are necessary
- Purpose, goals, objectives of the specific Bureaus.
- How to best relate to the legislative body.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4A	1A	55	45	5	4	4	1	4	A.C. 11

GOAL:

OBJECTIVE:

TASK: Develops, plans, discusses with workers from staff and line offices, an internal communication system/network, designed to share current operational information broadly within the sub-units of the agency in order to keep all units up-to-date on activities within the agency.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Plans enable communications among all agencies in the department.
- Plans are realistic.
- Plans are developed in a reasonable amount of time.
- Coordination is effective.

NUMERICAL:
- Supervisor (Director) approves of plan.
- Over a specific period of time, fewer than X complaints from personnel that plan is not effective.
- Peers/co-workers report their ideas/suggestions given consideration X% of the time.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of small group decision making process
- Knowledge of techniques of data collection assessment/analysis
- Knowledge of organizational management
- Knowledge of communication systems

SPECIFIC:
- Internal restrictions to communication among agencies
- Need for communications in the department
- Knowledge of agency S.O.P. regarding communications

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	2	4	A.C. 12

GOAL:

OBJECTIVE:

TASK: Determines/decides what topics will be discussed and the order in which they will be addressed, considering problems of mutual concern and possible solutions to them basing decision on a knowledge of current unit functioning, leaving opportunity for inclusion of items from floor, in order to establish the agenda for a staff meeting.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Agenda covers topics/problems of major significance.
- Agenda is logical, orderly, and comprehensive.
- Agenda is planned well in advance of the meeting.

NUMERICAL:

- No more than X complaints from staff that agenda omitted a major problem they wanted aired over X period of time.
- No meetings have to be cancelled because of inadequate or poor preparation.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of organizational principles: how to plan an agenda.
- How to determine problems of mutual concern to persons of various interests.
- Knowledge of group leadership techniques.

SPECIFIC:

- Purpose, goals, objectives of the unit.
- Special problems/topics which need to be discussed during meetings.
- Staff's ideas, feelings, and mutual problem areas.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	30%	65%	5%	4	5	3	4	A.C. 13

GOAL:

OBJECTIVE:

TASK: Leads/directs a general staff meeting, assigning responsibility for projects and reports to various persons, discussing specific work problems, asking/answering questions to clarify issues, restating the general aims of the work group and outlining new procedures or policies, in order to promote intra-staff communications and work toward the solution of problems.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Meeting is well-organized, covers all major topics, and is completed in a timely manner.
- Each person is allowed to speak and contribute.
- Worker makes sure everyone understands what is being discussed before expecting them to work.

NUMERICAL:

- Over X period of time, no more than X complaints from supervisor that topics discussed were not significant or that conclusions drawn were not in keeping with policy.
- Over X period of time, no more than X complaints from subordinates that they do not understand how/what is being discussed in staff meetings applies to their work.
- Over X period of time, no more than X complaints from subordinates that they had a significant contribution to make to the discussion and were not allowed to speak.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of principles and techniques of public administration.
- How to lead a staff meeting.
- How to select priority topics from a mass of data to discuss/research.
- How to work with a group to solve problems.
- Knowledge of principles of participative management.

SPECIFIC:

- Purpose, goals, objectives, and current functioning of work unit.
- Individual worker's areas of responsibility and levels of understanding.
- S.O.P. for staff meetings.
- New procedures or policies.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	30%	65%	5%	4	4	3	4	A.C. 14

GOAL:

OBJECTIVE:

TASK: Assigns and directs work activities of Personnel Department office staff explaining and discussing workload priority, criteria to be met, reality conditions, available resources, and time limitations with them, basing assignments on evaluation of work load and competencies/strengths of workers, in order to insure completion of work activities according to objectives and quality standards of Personnel department.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Instructions are clear, complete, concise and adapted to individual needs of worker.
- Requirements of assigned tasks are in reasonable relation to worker's abilities and work load.

NUMERICAL:

- Over X period of time, fewer than X complaints from workers that instructions were unclear, incomplete or that performance requirements could not be met because of lack of resources.
- Less than X% of assignments do not meet standards.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of managerial skills.
- Knowledge of personnel administration/techniques practices/procedures.
- How to describe/explain tasks and performance requirements.
- How to relate/compare task to meet department objectives.
- How to adjust structural elements to meet worker needs and levels of competence

SPECIFIC:

- Department supervisory guidelines and standards.
- Department objectives and criteria for meeting objectives.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4A	1A	40%	55%	5%	5	4	1	4	A.C. 15

GOAL:

OBJECTIVE:

TASK: Communicates/interacts with department heads, within purview of agency mission or goal, clarifying problem situations as they arise, asking/answering questions until issues are clear, establishing priorities of objectives, reallocating resources among departments, responding to special needs or requests as current situation and agency policy permit, in order to promote effective coordination between departments.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Coordination of departments is effective and well planned.
- Worker is sensitive to the needs of all departments.
- Relations with other units is based upon reasonable assessment of unit responsibility, priorities in relation to hospital capabilities.

NUMERICAL:

- In X time, fewer than X number of misunderstandings between departments or between department and administration.
- In X time, fewer than X number of complaints about lack of coordination between departments.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of supervisory/managerial skills.
- How to communicate effectively with superiors, co-workers, subordinates.
- How to rationally discuss problem areas.
- How to assess unit priorities in terms of total agency responsibility.
- Knowledge of Public Administration.

SPECIFIC:

- Agency responsibility/capability.
- Unit responsibility/capability.
- Personality of department's heads, lines of responsibility.
- Needs of unit, desires of subordinates.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	2	1A	70%	25%	5%	4	4	3	4	A.C. 16

GOAL:

OBJECTIVE:

TASK: Plans/decides the methods/sequence of procedures for any physical changes/reorganizations of entire staff (i.e., remodeling, additional telephone lines, equipment, etc.) following layout of approved reorganization plan, communicating with various service personnel, accepting bids when necessary, working within budget and time limitations, and adapting/modifying plans as changes in situations require, so as to coordinate the activities of the various personnel and thereby facilitate a smooth change in the physical surrounding of the office.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The activities are coordinated with a minimum amount of inconvenience, loss of efficiency to staff.
- Time and money assessments are accurate.

NUMERICAL:

- No more than X% of staff complain of excessive inconvenience or loss of efficiency, due to worker's plans.
- No cost overruns.

TRAINING CONTENT

FUNCTIONAL:

- How to define objectives and scope of work.
- How to choose between different means to obtain objectives.
- How to adapt plans/procedures to fit new time/budget, etc. requirements.

SPECIFIC:

- Knowledge of local restraints in relation to goals of project.
- Knowledge of supervisor's instructions; e.g., time allowed, resources needed, results expected.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	5	1A	55%	40%	5%	5	5	2	4	A.C. 17

GOAL:

OBJECTIVE:

TASK: Examines/discusses/evaluates County-level service operations with County Staff, reviewing records, assessing priorities, workloads, identifying unmet objectives, etc., drawing upon agency policy directives, own knowledge and experience with County operations and the success/failures of other counties in the area, in order to determine the operational efficiency and productivity of County service operations.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Thoroughly reviews objectives, needs, manpower of County operation prior to meeting County staff.
- Sensitive to the opinions of the County staff, open to their views about priorities, needs.
- Applies own experience to known objectives after considering advice of County staff.

NUMERICAL:

- In X time, fewer than X number of complaints from County staff that worker failed to consider their views.
- Review of county operations completed at least X times per X time.

TRAINING CONTENT

FUNCTIONAL:

- How to assess operational production in terms of objectives and manpower.
- How a County Social Service operation is supposed to function.
- How workloads are distributed in a normative situation in a Social Service office.
- How to relate other experiences to the problem at hand.

SPECIFIC:

- Reality conditions of the County office (manpower, caseload, etc.).
- Experience of staff, supervisor of workers.
- Problem areas.
- Knowledge of agency policy statements/manuals, program directives.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	4	2	4	A.C. 18

GOAL:

OBJECTIVE:

TASK: Prepares/writes memos to subordinates, delineating new procedures in order to notify employees of the updated procedures to follow.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Memos/reports are clear and comprehensive, covering all the pertinent changes that need to be made.
- Memos are prepared in time to coincide with the implementation of new programs and procedures.
- Memos are easy to understand.

NUMERICAL:

- In X time, fewer than X complaints are received from employees using the memos, that they are unclear or difficult to follow.
- The memos cover all the new changes as they occur.
- In X time, fewer than X incidents occur where confusion is caused because the memos were not prepared on time.

TRAINING CONTENT

FUNCTIONAL:

- How to describe, in writing, procedures pertaining to specific activities.
- Knowledge of program procedures/operations.
- How to write clear, concise memos.

SPECIFIC:

- Knowledge of specific changes made in the system to facilitate changes in programs/regulations.
- Knowledge of program/regulations/changes as they apply to specific program.
- When changes should go into effect.

PERFORMANCE STANDARDS | TRAINING CONTENT

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	50	45	5	5	5	3	4	A.C. 19

GOAL:

OBJECTIVE:

TASK: Assigns certain duties to/consults with/gives direction to staff members of agency/unit making decisions/giving advice on procedural and technical levels, based on own knowledge of the purpose, goals, objectives, policies and procedures of the agency and available manpower resources, in order to efficiently coordinate activities and programs.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Agency/unit is well coordinated and directed.
- Direction is based upon an accurate assessment of the priority of needs within the department and manpower resources available.
- Directions are clear, logical.

NUMERICAL:
- No more than X complaints in X days from subordinates that worker's directions are unclear, illogical.
- Over X period of time agency/unit functions up to agency standards, expectations X% of the time.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of techniques of manpower utilization
- How to coordinate/supervise a unit's activities that entail various programs/projects

SPECIFIC:
- Purpose, goals, objectives, policies, and procedures of the agency
- Functions of each staff member
- Manpower resources available

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	90	5	5	6	5	3	5	A.C. 20

GOAL:

OBJECTIVE:

TASK: Evaluates alternative methods of supervising/rating county service operations, judging reliability and validity of each method and its relation to overall objectives in order to formulate a plan for use in surveying county service delivery systems.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Thoroughly examines all administrative tools with regard to their accuracy in reflecting the effectiveness of county service delivery systems.
- Evaluative plan developed in such a way that required data is obtained.
- Worker is sensitive to the shortcomings/benefits of all tools used in survey.

NUMERICAL:

- In X time, fewer than X number of complaints that county director cannot understand the way in which the county operations are being evaluated.
- Upon review supervisors agree that plan used by worker to evaluate counties is valid and helpful.

TRAINING CONTENT

FUNCTIONAL:

- How county operations function
- How service objectives apply to county operations
- Principles of good management, accountability
- How to evaluate programs
- How to develop a general plan to rate county operation, provide for individual circumstances
- Knowledge of social service delivery methods/ systems

SPECIFIC:

- Objectives of each county operation
- Budget, manpower for each county
- Lines of responsibility, accountability for each county

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	55	40	5	6	5	1	5	A.C. 21

GOAL:

OBJECTIVE:

TASK: Develops/interprets changes in administrative policy, in discussion with county administrators, exploring needs and giving technical advice pursuant to implementing changes in county operation, in order to ensure the efficient transition to new operational structure.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is alert to administrative needs of the county unit, quick to respond positively during transition periods.
- Explores training needs for the county office that will facilitate the change period.
- Supports the actions of the County Director, using tact in suggesting changes.

NUMERICAL:

- In X times, fewer than X number of instances when county offices have administrative problems which the worker had not foreseen and attempted to resolve.
- In X time, fewer than X number of complaints from County Directors that worker failed to anticipate training needs for the development of staff.

TRAINING CONTENT

FUNCTIONAL:

- How to administer a county program
- How to identify training needs in response to program policy changes
- How to facilitate transitions to new programs
- How to work with County Directors, assisting them to implement new/altered programs
- How to give technical advice clearly and concisely

SPECIFIC:

- Present operation of county office
- Goals, objectives of new structure
- Personality of County Director, staff
- Objectives, barriers to new program

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	5	1A	55%	40%	5%	5	5	2	4	A.C. 22

GOAL:

OBJECTIVE:

TASK: Implements action plan (usually in conjunction with leadership cadre) as developed; supervising steps as they are carried out, encouraging group members, and making minor adjustments in the plan as needed; evaluating the response to the activity; and in consultation with other leaders, authorizes major revisions in the plan within the limitations of applicable law/agency policy, in order to achieve the objectives of the plan.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Evaluation of responses to planned activity is realistic and objective.
- Worker is alert for the need for changes in the plan.
- For major changes, worker discusses the situation with other leaders, as possible.
- Worker gives on-the-spot support to group members.

NUMERICAL:

- Fewer than X complaints that major changes in the plan were not discussed with co-leaders.
- Plan achieves objectives at least X% of time.

TRAINING CONTENT

FUNCTIONAL:

- How to implement planned activity.
- How to assess reaction to an on-going process or plan.
- How to adapt to unplanned eventualities.
- How to support, encourage group members.

SPECIFIC:

- Applicable laws, agency policy as related to the task.
- Attitude of group members, community.
- Objectives of the plan.
- Consequences of failure.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	5	1A	50%	45%	5%	4	4	1	4	A.C. 23

GOAL:

OBJECTIVE:

TASK: Determines/decides/implements policies/procedures of the department library, using own knowledge and skill, in conformance with overall agency policy/direction giving guidance to workers in proper cataloging, shelving, and arrangement of materials, relying on an understanding of library science, in order to facilitate the smooth operation of the department library.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Procedures are consistent with good library operation.
- Worker is courteous and pleasant when giving assistants guidance.
- The library organization facilitates efficient retrieval and location of materials.

NUMERICAL:

- In X time, fewer than X complaints from workers that the procedures are difficult to follow.
- In X time, fewer than X complaints from library clients that the library is difficult to use, etc.

TRAINING CONTENT

FUNCTIONAL:

- Understanding of library science.
- How to supervise library aides.

SPECIFIC:

- Knowledge of the library clientele and how the library can serve them.
- Knowledge of space available.
- Knowledge of the volume of material that must be handled.
- Knowledge of departmental library policy procedures.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INC.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85	5	10	5	5	1	5	A.D.9

GOAL:

OBJECTIVE:

TASK: Composes/writes news articles for state publications/public newspapers, using information about the agency, selecting information which would be of interest to the public, applying a knowledge of creative writing, in order to prepare informative/interesting articles about the agency for publication.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Articles are informative/interesting.
- Articles are understandable/clear.
- All relevant information is included in article.
- All information included in articles is accurate.

NUMERICAL:
- Over a specific period of time, fewer than X complaints are received from readers concerning uninteresting/incomplete information.
- No more than X complaints over X period of time that articles included irrelevant or inaccurate information.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of creative writing
- How to write news articles
- How to select relevant information from a mass of data

SPECIFIC:
- Where to obtain information
- Knowledge of current interests of readers
- Knowledge of agency programs
- Understanding of information to be communicated

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	25	70	5	4	4	1	4	A.D.10

GOAL:

OBJECTIVE:

TASK: Discusses/talks with legislative candidate, following agency policy with regard to relationships with legislative members/candidates, offering to assist him with questions regarding social services, answering questions as needed, in order to inform the candidate of the willingness and ability of the agency to assist him in handling questions about social services.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is courteous , polite, and friendly in all contacts with candidates.
- Worker makes sincere effort to contact each candidate.
- Worker answers any valid question by candidate frankly, exercising discretion relevant to the confidential nature of caseloads.

NUMERICAL:
- In X time at least X% of the candidates from the area running for a legislative seat have been contacted.
- In X time, fewer than X number of complaints from candidates that worker was rude, unhelpful, unavailable.

TRAINING CONTENT

FUNCTIONAL:
- How to convey information to others
- How to develop constructive relationships

SPECIFIC:
- How to respect the confidential nature of area caseloads
- Extensive knowledge of the Social Services field
- Names of all candidates for legislative office
- Particular issues that are sensitive in time reference
- Proper manner for State employee to contact candidates of the legislature

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45	50	5	5	5	1	5	A.D.11

GOAL:

OBJECTIVE:

TASK: Explains/clarifies the position of the agency regarding specific situations of public interest (child abuse cases, discrimination cases, civil rights of clients, etc.), to the press and media representatives, based on knowledge of the policies and procedures applicable to the specific case, and knowledge of Federal and State regulations, in order to increase the media corps' understanding of the incident in question.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is clear and articulate.
- Worker demonstrates thorough understanding of the situation that is of interest to the press representatives.
- Worker's manner is courteous, polite, and helpful.
- Information given is accurate.
- Confidentiality of client is protected.

NUMERICAL:
- No more than X complaints from media representatives about worker's manner over X period of time.
- No instances reported which violate client confidentiality.

TRAINING CONTENT

FUNCTIONAL:
- How to convey information to others
- How to explain/clarify official policy
- General knowledge of the agency's areas of jurisdiction

SPECIFIC:
- Policies and procedures
- Knowledge of the specific situation
- State and Federal regulations
- How to deal with press and media representatives

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60%	35%	5%	3	3	1	4	A.D. 12

GOAL:

OBJECTIVE:

TASK: Within agency guidelines, answers questions of newspaper reporter about agency Income Maintenance programs in order to supply reporter with information for a story.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are accurate, complete and thorough.
- Information is presented in a clear and concise manner.
- Worker exercises good judgement regarding confidentiality of information.

NUMERICAL:

- No worker violates agency guidelines on confidentiality.
- Less than X% of information given reporter is inadequate/unclear/erroneous.
- Less than X% of reporters complain about worker's attitude/manner.
- In all cases, worker asks assistance of supervisor for those areas about which he is unclear/uncertain of the information to be given.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- Skill in interpersonal relationships.

SPECIFIC:

- Knowledge of agency policy and guidelines for release of information.
- Knowledge of agency Income Maintenance program.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	1	4	A.D. 13

GOAL:

OBJECTIVE:

TASK: Gathers/collects information about current developments in the program areas, and composes/writes brief summary in order to prepare information for agency newsletter/flyer for distribution to agency staff and clients.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Summary is concise, complete and accurate.
- Summary is prepared with reasonable speed.
- Language used is readily understood by the general client population.

NUMERICAL:

- No more than X number of errors or omissions of important information in summary.
- Notes include no confidential information.
- Less than X% of clients complain they do not understand information.

TRAINING CONTENT

FUNCTIONAL:

- Ability to write news articles.
- Ability to collect/summarize information.

SPECIFIC:

- Knowledge of agency guidelines for writing news articles.
- Knowledge of agency guidelines on confidentiality.
- Knowledge of sources of information and how to gain access to it.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

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PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	2A	45%	5%	50%	2	1	1	2	A.D. 14

GOAL:

OBJECTIVE:

TASK: Distributes/posts in appropriate locations, (churches, libraries, shop windows, etc.), posters, brochures, handouts, describing agency assistance programs, (i.e., food stamp program, financial and medical assistance, etc.), in order to inform general public of agency programs and encourage use/support of same.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker delivers/displays materials promptly.
- Works with reasonable speed.
- Materials are neatly displayed.
- Worker manner is pleasant/tactful.
- Worker uses display space wisely.
- Materials are delivered/displayed at a mutually convenient time for both worker and space volunteer.

NUMERICAL:

- X number of displays/brochures distributed/put up per day.
- Less than X number of display space volunteers complain about not getting material.
- Less than X number of display space volunteers complain regarding attitude/manner of delivery.

TRAINING CONTENT

FUNCTIONAL:

- How/where to post materials for maximum visibility.
- How to obtain permission (store owners, church groups) to post informative bulletins/posters.

SPECIFIC:

- Knowledge of agency distribution resources/patterns for printed informational materials.

Objective | Goal | Organizational Unit

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ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5	2	1A	70	20	10	5	5	2	4	A.F. 1

GOAL:

OBJECTIVE:

TASK: Evaluates/assesses present and future personnel needs and problems for entire Department, consulting with Department staff members and relying on prior assessments/definitions of the needs/problems, rewriting/updating policies in order to develop employment practices/policies to meet those needs.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Determination of necessary employment practices/ policies to be developed is consistent with given data.
- Determination of what employment practices to be developed is based on good judgment of future needs.

NUMERICAL:

- Less than X complaints over X period of time from supervisor that assessments were inconsistent with given data.
- Less than X complaints over X period of time, that determination of employment practices to be developed reflect poor judgment/foresight.

TRAINING CONTENT

FUNCTIONAL:

- How to assess personnel needs/problems and determine solutions
- How to communicate effectively

SPECIFIC:

- Personnel needs/problems of Department
- Personnel theories and practices of Department

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	4	4	1	4	A.F. 2

GOAL:

OBJECTIVE:

TASK: Evaluates personnel transactions, utilizing Department and Merit policies/procedures, screening and signing all related forms for the personnel transactions before they are sent to Merit Employment, in order to ensure that personnel transaction forms have been correctly completed and that all proper Department action has been taken.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is complete and thorough, when screening/signing forms.
- Worker screens/signs reports in reasonable time.

NUMERICAL:
- Over X period of time, only X% of forms sent to Merit Employment have not had all appropriate Department action taken.
- Over X period of time, only X% of forms are found to be inadequately or incorrectly completed.
- Worker screens/signs forms in X amount of time.

TRAINING CONTENT

FUNCTIONAL:
- How to evaluate personnel transactions

SPECIFIC:
- Department and Merit policies and procedures concerning personnel transactions
- Familiarity with Department personnel forms
- How to read/interpret personnel forms

Organizational Unit | Coal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
6	1A	1A	70	25	5	6	5	2	5	A.F. 3

GOAL:

OBJECTIVE:

TASK: Conceives/formulates employment practices/policies or procedures for the Department, taking into consideration Merit and Department constraints, changing or working within those constraints, and integrating previously accepted personnel practices with new theories and techniques, using own knowledge, references, opinions of peers/subordinates, in order to develop new, sound employment practices/policies for the Department.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Employment practices/policies are consistent with given data.
- Employment practices/policies are feasible (workable) for Department sections to which they are to be applied.

NUMERICAL:

- Less than X complaints in X period of time that new employment practices/policies are not feasible for those to whom they apply.
- X% of people using new policies report that they are more workable than previous ones.
- New employment practices are developed in X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to compare/integrate personnel theories, practices and data from different sources
- How to formulate and test new policies based on analysis of factors involved
- General personnel theories and practices

SPECIFIC:

- Personnel theories and practices of Department
- Characteristics of Department's personnel problems and constraints

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40	55	5	4	5	1	4	A.F. 4

GOAL:

OBJECTIVE:

TASK: Explains/defines/interprets new employment practices/policies for the Department to line authority (superintendents, area administrators, etc.), using phone, letters and/or meetings in order to implement new employment practices/policies.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanations are clear, accurate and complete.
- Worker is open, perceptive, respects and acknowledges others' viewpoints.

NUMERICAL:

- Less than X% of contacted administrators over X period of time report that explanations were unclear, incomplete, or that their opinions/ideas were disregarded.
- Less than X% of contacted administrators report that worker's manner was offensive.

TRAINING CONTENT

FUNCTIONAL:

- How to describe and relate policies in relation to administrators' backgrounds, areas of authority
- How to elicit points of view from others
- How to involve all levels of staff in policy making

SPECIFIC:

- Department personnel policies and procedures, old and new, and how they relate to administrators involved
- The backgrounds/areas of responsibilities of line workers

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	40	55	5	4	4	1	4	A.F. 5

GOAL:

OBJECTIVE:

TASK: Talks/converses with/asks questions of/evaluates prospective applicants for position, exercising discretion in choice of questions/answers, noting the appearance, manner and style of applicant and focusing on applicant's attitude toward specific field as expressed in course of interview, in order to obtain information to determine whether applicant is qualified for the position.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Obtains relevant information about applicant.
- Has an easy, relaxed interviewing style which puts applicant at ease.
- Worker is sensitive to applicant, enabling him to interpret statements made by applicant.
- Thorough approach to interviewing to cover all aspects of position.

NUMERICAL:
- Obtains required information from applicant in X amount of time.
- X% of selected applicants are still employed in position X months after placement.
- In X time, fewer than X% of supervisors complain that personnel hired are not properly qualified for position.

TRAINING CONTENT

FUNCTIONAL:
- How to conduct interviews
- How to interpret data obtained from interview
- Extensive knowledge of field

SPECIFIC:
- Knowledge of requirements and work normally done in position
- Salary schedule, merit rules, promotional possibilities, policies and procedures, fringe benefits, etc.
- How to match requirements with applicant skills
- Knowledge of organizational structure and functions

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	4	4	1	4	A.F. 6

GOAL:

OBJECTIVE:

TASK: Reviews/assesses qualifications of applicants for employment in agency in relation to type of staff needed by the agency and how the applicant's qualifications may/may not be of benefit to the agency, using information gathered from applications/personal interviews, in order to obtain competent staff for the agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Competent staff for agency is obtained.
- All factors and variables are considered.
- Worker has realistic expectations for staff.
- Staff needs of agency are met.

NUMERICAL:
- Fewer than X complaints are received from clients of agency concerning staff.
- In X time, fewer than X% of supervisors complain that personnel hired are not qualified for the position.

TRAINING CONTENT

FUNCTIONAL:
- How to assess applicant's qualifications in relation to staff needs of agency
- How to interview applicant
- How to determine staff needs/costs as a part of total administrative responsibility/budget

SPECIFIC:
- Personnel needs of specific agency
- Where to obtain information
- Qualifications of applicants
- Qualifications required for specific positions

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	3	4	A.F. 7

GOAL:

OBJECTIVE:

TASK: Examines/assesses personnel data compiled by subordinates evaluating data priorities, determining validity of data compiled, identifying correlations among facts and drawing conclusions about them, in order to prepare reports (i.e., grant-in-aid, census, payroll, and personnel reports) for use by Personnel Supervisors/Administrators.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Examinations are thorough, accurate, and complete.
- Reports reflect assessment of all given data.
- Worker is accurate in analysis of data.

NUMERICAL:

- Reports are prepared within time limit given.
- X% of correlations made and conclusions drawn reflect good judgement according to supervisor's evaluation over X period of time.
- Less than X complaints over X period of time from supervisor that reports were incomplete or inaccurate.

TRAINING CONTENT

FUNCTIONAL:

- How to acquire, assemble, review, interpret data, draw conclusions.
- Knowledge of Federal rules and regulations affecting personnel actions.
- Knowledge of personnel administration practice.
- How to write reports.

SPECIFIC:

- Knowledge of the reality conditions affecting the preparation of personnel reports.
- Knowledge of the data to be evaluated; the report to be prepared.
- How to prepare reports in proper agency format.
- Knowledge of State and local rules and regulations affecting personnel practice.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE TECH.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	1A	90%	5%	5%	5	5	3	5	A.F. 8

GOAL:

OBJECTIVE:

TASK: Modifies/alters/adjusts a sequence of procedures/operations/processes in the county office relating to personnel policies (hiring, firing, allocating positions, etc.) referring to agency manuals, statement of function, guides, flow charts as indicated and necessary, identifying and correcting problems, meeting needs of the system as they arise, in order to establish and maintain uniform personnel policies in the office/agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker addresses needs/problems as soon as they arise.
- Procedures/policies set up are easy for others to follow and consistent with established purpose, goals, and objectives of the office.

NUMERICAL:

- Over X period of time, fewer than X complaints arise from personnel that new procedures are unclear or difficult to carry out.
- Over X period of time, supervisor discovers no more than X% changes to be inappropriate.
- Personnel policies in county office are updated within X period of time after needs/problems of the department arise.

TRAINING CONTENT

FUNCTIONAL:

- How to establish/maintain/modify personnel policies and procedures.
- How to effectively administer an office of social services.
- How to read/interpret/write policy issuances.

SPECIFIC:

- Personnel needs/problems in agency.
- Purpose, goals, objectives of the office.
- Organization of the office.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	50%	45%	5%	4	3	1	4	A.F. 9

GOAL:

OBJECTIVE:

TASK: Questions/solicits information from representatives of other agencies (alcoholism unit, employment office, ADC program, etc.)about requirements, opportunities or openings in their programs in order to obtain information about these programs which might be useful to clients/applicants.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is pleasant and courteous.
- Worker puts forth/recommends a specific client honestly, but to the client's advantage.

NUMERICAL:

- No more than X% of representatives complain of worker's manner.
- Worker is able to give helpful information to client (reemployment opportunities, etc.) X number of times per X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to solicit information in a pleasant, courteous manner.
- How to relate client/applicant skills/knowledge to labor market.

SPECIFIC:

- Representatives of agencies.
- General needs of clients.
- How to refer a client to another agency.
- Knowledge of services, agencies in Department of Social Services.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	80%	5%	15%	2	2	1	2	A.F. 10

GOAL:

OBJECTIVE:

TASK: Reads/visually inspects assigned employee personnel transaction files periodically, noting pay review dates or other pertinent data, so as to begin procedures for pay increases, i.e., type notices to employee supervisors, informing them of pay review dates.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Review of the files is complete and accurate.
- Review of the cards is completed with reasonable speed.

NUMERICAL:

- All pay increase files for a month are reviewed within X period of time.
- Less than X complaints over X period of time that an employee's pay review date was overlooked, due to lack of review and notification.

TRAINING CONTENT

FUNCTIONAL:

- Familiarity with personnel transactions - the procedures to follow, forms to use, etc.
- How to type.

SPECIFIC:

- Who to notify.
- What procedures to follow for pay increases.
- Agency S.O.P. for personnel matters.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85%	5%	10%	3	4	1	4	A.F. 11

GOAL:

OBJECTIVE:

TASK: Reads/reviews completed employee evaluation forms, noting areas/items in the form consistently misinterpreted, checking against directions/instructions for completing form to identify source of problem and making corrections at supervisors request by modifying/changing form or correcting instructions for completing form in order to reduce source of errors in employee evaluation statements.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately determines misinterpretations and incomplete use of the form.
- New form or ammended instruction is an improvement over the old.
- Uses good judgement in changing/updating form/ instructional material.

NUMERICAL:

- Over X period of time, only X complaints from Department staff, that forms are difficult to use or do not relate to significant aspects of employee evaluation.
- Over X period of time, supervisor disapproves only X number of recommended changes.

TRAINING CONTENT

FUNCTIONAL:

- How to read and interpret personnel forms/ instructional material.
- How to develop forms to elicit precise information/data.
- General points of performance upon which employees can be evaluated.

SPECIFIC:

- Knowledge of specific forms used and what the necessary responses should be.
- Knowledge of agency policy and procedure with reference to personnel evaluations.

Objective | Goal | Organizational Unit

ADMINISTRATIVE REQ.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35	60	5	4	4	1	4	A.F. 12

GOAL:

OBJECTIVE:

TASK: Explains/interprets personnel transaction rules and application of those rules, to area, county, and institution administrators, using own knowledge, agency manuals and guides, in order to solve and/or aid administrators in solving personnel transaction problems.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Explanations are clear and concise.
- Worker is aware of various options open to administrators in solving personnel transaction problems.
- Worker is articulate and directly relates any communications to administrators' problems.

NUMERICAL:
- No more than X complaints over X period of time from administrators that explanations were unclear or incomplete.
- Less than X complaints in X period of time from administrators that worker's suggested solutions were not directly related/applicable to his personnel transaction difficulties.

TRAINING CONTENT

FUNCTIONAL:
- How to listen, speak, and write clearly and express ideas coherently, concisely
- How to read and interpret technical information

SPECIFIC:
- State personnel transaction rules
- How State personnel transaction rules can be directly applied to solve area, county and institution personnel transaction problems
- Transaction problems of area, county and institution offices
- Options available for solving personnel transaction problems

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	50%	45%	5%	4	4	1	4	A.F. 13

GOAL:

OBJECTIVE:

TASK: Examines and evaluates personnel information obtained from communications with inter-intra agency sources, and from observations made of line officers' reactions, interpretations and implementation of personnel policies and procedures so as to recommend changes or adjustments in overall policies and procedures of the personnel office.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Conclusions drawn are consistent with given information.
- Recommendations reflect good judgement in interpreting/examining the given information.

NUMERICAL:

- Less than X complaints from supervisor over X period of time, that recommendations were not consistent with all given data, or were inconclusive/unclear.
- X% of all recommended changes actually implemented are improvements, as reported by line workers.
- Supervisor approves/implements X% of all recommended changes.

TRAINING CONTENT

FUNCTIONAL:

- How to interpret/evaluate/draw conclusions about data from different sources.
- Knowledge of general personnel policies/procedures.
- How to infer validity of various kinds of data e.g., personal conversations, line officers' reactions, communications with other agencies, etc.

SPECIFIC:

- Knowledge of Federal, State and agency/institution personnel policies/procedures.
- Knowledge of inter-intra agency sources.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

ARMY ADMINISTRATIVE TECH.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	70%	25%	5%	4	4	1	4	A.F. 14

GOAL:

OBJECTIVE:

TASK: Examines information on employee performance evaluations obtained from reports/position papers with [illegible] county and institution administrators, and from other pertinent sources which reflect their understanding of the principles/theories affecting evaluations, so as to recommend changes or adjustments in procedures/guidelines of the Personnel office governing employee performance evaluations.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Conclusions drawn are consistent with given information.
- Recommendations reflect good judgement in interpreting/examining the information.

NUMERICAL:

- Fewer than X complaints from supervisor per X recommendations, of error in interpretation of data, or of inconsistencies between conclusions and data.
- Recommendations are consistent with all given data.

TRAINING CONTENT

FUNCTIONAL:

- How to impartially examine/interpret data drawn from communications and observations.
- The personnel principles/theories which govern employee performance evaulations.

SPECIFIC:

- The limitations of the personnel rules governing employee evaluations within which adjustments can be made.
- Knowledge of guidelines/rules currently governing employee evaluations.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE TOOL

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	55%	40%	5%	4	4	2	4	A.F. 15

GOAL:

OBJECTIVE:

TASK: Evaluates the feasibility/validity/urgency of special requests from subordinates for time off/ schedule changes/emergency leave/etc., as the requests are submitted, reviewing work schedule, institutional policy and workload as necessary, and discussing with superior when decision cannot be made at the unit level, in order to approve/disapprove special requests for adjustment of scheduled work times.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Adjustments of work schedules are made on an individual basis; individual circumstances are carefully considered.
- Every effort within institutional policy is made to honor valid requests by subordinates; but care is exercised to prevent abuse of the privilege.
- Situations warranting consideration which the worker feels he cannot authorize on his own are discussed with supervisor.

NUMERICAL:

- In X time, fewer than X number of complaints from subordinates about arbitrary rejection of requests.
- In X time, supervisor notes fewer than X number of requests granted that should not have been.

TRAINING CONTENT

FUNCTIONAL:

- How to assess requests for changes on a work schedule.
- How to read/interpret policy statements.
- How to assign priorities to workload, requests from subordinates, etc.

SPECIFIC:

- Personnel files for each subordinate.
- Institutional policy on special requests concerning absence from work/schedule adjustment.
- Attitudes of entire work staff.
- Unit workload.
- Options available.
- Attitudes of supervisor.

PERFORMANCE STANDARDS | TRAINING CONTENT

STAFF DEVELOPMENT/TRAINING

(SD)

40

A. Planning
B. Curriculum Development
C. Promoting Training
D. Training
E. Testing/Evaluation

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	4	3	4	S.D.A.6

GOAL:

OBJECTIVE:

TASK: Examines/evaluates "Individual Education and Training Plans" submitted by caseworkers for State level approval, checking for completeness and accuracy of tuition and book costs, child care and transportation expenditures, etc., and noting provision for and specification of local (community and area programs) resources in order to ensure that plans for this program are completed properly.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker evaluates plans thoroughly, noting all possible inconsistencies, omissions, or errors.
- Uses familiarity with community or area based programs to check for alternative courses of action.

NUMERICAL:

- In X time, fewer than X% of reports sent to State official, for approval are returned because of lack of information, inconsistencies.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate data according to specific formats
- How to relate indicated problem to alternative resource agencies
- How to recognize reasonable financial arrangements for educational purposes

SPECIFIC:

- Knowledge of resource agencies, area and community programs for education
- Knowledge of agency program requiring training
- Knowledge of training programs, training plan requirements, etc.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	1A	90%	5%	5%	6	5	3	5	BB.A. 9

GOAL:

OBJECTIVE:

TASK: Conceives/defines the role of the foster parent in the Foster Care Program generally, assessing the needs of children and the capabilities or effectiveness of foster parents, providing guidance memoranda to line supervisors on methods of training foster parents on a routine basis and/or specifically as requested, in order to establish a basis for developing training for foster parents.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: . Demonstrates good grasp of personality theory and application of practical need of potential/actual foster children, in conceiving role responsibilities of foster parents. . Needs of children in state accurately assessed. . Role of foster parent is realistically defined.	**FUNCTIONAL:** . Knowledge of personality theory as a basis for solving problems faced by foster children and foster parents. . How to interpolate the general needs of a given population from statistics and reports. . How to assess the effectiveness of foster parents in dealing with specific problems. . How to define role responsibilities in clear, concise language.
NUMERICAL: . In X time, fewer than X number of complaints from line supervisors about confusion over the role of the foster parent. . In X time, fewer than X number of complaints from supervisor that existing role of the foster parent is unrealistic, unclear, poorly defined.	**SPECIFIC:** . Specific problems in foster care currently occurring. . Statistics/reports on foster children/parents/homes. . Relationship between central office, line supervisor, worker, and foster home. . Existing agency definitions/policy.
PERFORMANCE STANDARDS	TRAINING CONTENT

Objective | Goal | Organizational Unit 64

ADMINISTRATIVE INC.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	2	4	SD.A. 10

GOAL:

OBJECTIVE:

TASK: Examines and evaluates the purpose/content of a planned training session, comparing current levels of related staff skills with skill areas likely to be enhanced by training, identifying which workers will be affected by training and related policy changes in order to establish guidelines for attendance at specific training sessions.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Established guidelines identify the workers who will benefit from the session.
- Carefully determines which workers need training.

NUMERICAL:

- Fewer than X workers per meeting complain that the meeting did not apply to their responsibilities.
- All workers who are affected by changes in policy/ procedures new methods, are included in the attendance guidelines.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of job classifications systems and areas of responsibility of staff.
- How to evaluate a planned training program.

SPECIFIC:

- Specific purpose of the planned training program.
- Skills that need upgrading.
- Departmental policy for training attendance.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	80%	5%	15%	2	2	1	2	SD.A. 11

GOAL:

OBJECTIVE:

TASK: Types/prepares a roster of new employees, checking the listing for errors, in order to prepare a mailing list for the orientation session and to have available the names and number of new employees attending the session.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: . Prepares an accurate listing of new employees. . Carefully checks for errors. . List is prepared in reasonable time. **NUMERICAL:** . Lists are accurate X% of the time. . List is prepared X days prior to orientation session.	**FUNCTIONAL:** . How to read. . How to compile lists. . How to type. **SPECIFIC:** . How the task contributes to the subsystem, goals and objectives. . Time and date when list should be prepared. . Where to obtain names of new hires who have not attended orientation.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3B	1A	50%	45%	5%	4	4	1	4	SD.A. 12

GOAL:

OBJECTIVE:

TASK: Discusses time, date and subject matter to be covered with prospective speakers for an orientation session, soliciting firm commitments of time and subject content in order to complete planning for orientation session.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTION:

- Selects speakers appropriate for each topic.
- Contacts speakers in ample time before the session.
- Accurately informs person of time, date and topic.
- Worker is polite and courteous.

NUMERICAL:

- Each orientation session has all the speakers needed to cover the program.
- Fewer than X complaints per session from speakers that they were not given sufficient time for preparation.

TRAINING CONTENT

FUNCTIONAL:

- Business protocal for making arrangements for speakers.
- How to be convincing.
- Knowledge of staff development techniques.

SPECIFIC:

- Knowledge of the tentative agenda and topics to be covered.
- Knowledge of departmental personnel and their areas of interest/specialty.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things
W. F. - LEVEL			W. F. - ORIENTATION		
4	1A	1A	90%	5%	5%

	Reas.	Math.	Lang.	
INSTR.	G. E. D.			TASK NO.
4	4	3	5	SD.A. 13

GOAL:

OBJECTIVE:

TASK: Determine/decide the impact of new state/federal guidelines or policy upon existing programs, especially in terms of skills required of service/program delivery workers, reading new directives/ legislation/departmental memos/etc., as necessary, in order to coordinate departmental training efforts consistent with current procedural requirements.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- New policy, guidelines, legislation in specific program areas are carefully and thoroughly examined.
- New or different skill requirements for delivery workers are accurately identified.
- Worker exercises professional judgement in determining how existing programs will be affected.

NUMERICAL:

- Review of revision in policy, regulations affecting specific program areas reveals fewer than X number of new skills needed by workers not identified by worker.
- In X time, fewer than X number of complaints from delivery workers that training was superfluous.

TRAINING CONTENT

FUNCTIONAL:

- How to analyze, evaluate data in relation to a given program area.
- How to identify skills/skill levels required.
- How the social service process functions.

SPECIFIC:

- How decisions are made in the department.
- Goals, objectives of each applicable program.
- General training level of workers.
- Where to obtain needed information, who to contact for clarification.
- Purpose, scope of departmental training efforts.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	1	4	SD.A. 14

GOAL:

OBJECTIVE:

TASK: Plans/organizes training manuals and workshops for area/county administrators on employee performance evaluations, relying on previously gathered information on the evaluations, their effects on employee morale/work performance, etc.; using knowledge of the Personnel/Merit employment rules/guidelines which govern employee evaluations, in order to develop information resources which will aid administrators in improving evaluation techniques.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The workshops and manuals reflect careful consideration of all available data.
- The plans for the workshops and manuals are developed in reasonable time.

NUMERICAL:

- Less than X complaints per each manual/workshop that they did not aid administrators in improving evaluation techniques.
- Workshop plans are completed within X amount of time.
- Training manual plans are completed within X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of Personnel/Merit employment principles, theories/rules which govern employee evaluations.
- How to plan/organize training manuals and workshops.

SPECIFIC:

- Department guidelines/procedures in organizing training manuals and workshops.
- The information to include in training manuals and workshops.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4A	1A	50%	45%	5%	5	5	3	4	SD.A. 15

GOAL:

OBJECTIVE:

TASK: Consults with/gives advice to agency department heads individually and collectively, regarding staff development needs, combining like needs, discussing priorities, identifying/pricing out resources, agreeing upon goals, determing evaluation methods following Federal/agency policy and guidelines, in order to formulate plans for an-agency wide staff development program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Co-workers (department heads) are able to prepare a well-structured, meaningful staff development program on the basis of the worker's recommendation.
- Worker's advice is clear, easy to follow and suited to the needs of the specific work group.
- Worder's manner is pleasant and helpful.

NUMERICAL:

- X% of those co-workers consulted with report that worker's suggestions were workable, and made a significant contribution to the program.
- Over X period of time, no more than X complaints that worker was difficult to work with.

TRAINING CONTENT

FUNCTIONAL:

- How to prepare a well-organized staff development program.
- How to advise co-workers on organizing their own work unit's staff development program.
- How to identify/organize salient points from a mass of data.

SPECIFIC:

- Needs of the institution's staff for further education.
- Equipment, time, and funds/facilities available for staff development.
- Knowledge of Federal/agency policy and guidelines for a staff development program.
- Knowledge of agency unit's goals and objectives.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	45%	50%	5%	4	4	1	4	S.D.A. 16

GOAL:

OBJECTIVE:

TASK: Explains/clarifies (in writing or orally) the reasons for rejection of a request to hold a training meeting, advising requester whether alternative methods of training are available or if modification of proposal is required, using discretion based upon own assessment of the ability of the requester to conduct training, making suggestions or explanations, in order to inform the person requesting a training meeting how proposed training may be best approached.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Reason for rejection of request is clearly explained; alternatives or suggestions are clearly stated.
- Worker uses good judgment in recommendation to specific persons.
- Suggestions/explanations of training techniques, approaches, etc., are clearly stated and appropriate to the situation.

NUMERICAL:

- In X time, fewer than X number of complaints are received that requests for training meetings were denied without explanation.
- In X time, fewer than X number of complaints from persons whose requests for training meetings were denied because other training was being offered, that no subsequent training was held.

TRAINING CONTENT

FUNCTIONAL:

- How to clearly, accurately state a position for a denial.
- How to supervise/manage.

SPECIFIC:

- Projected training plans of the department.
- Training available in department by position.
- Lines of responsibility for training.
- Ability of the requester to conduct training, facilities available to that person.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	80	5	15	5	4	2	4	S.D.B.5

GOAL:

OBJECTIVE:

TASK: Decides upon the scheduling, subject matter and instructors for in-service training workshops, using own knowledge of staff needs, following State and institutional regulations in order to set up in-service training workshops relevant to staff needs.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Training workshops are appropriate, conveniently scheduled and of interest to staff.
- Schedules are clear and without conflict.
- Workshops are consistent with State and Federal regulations.

NUMERICAL:

- Over X period of time, no more than X number of complaints are received on appropriateness of workshop scheduling, subject matter and consistency with State and Federal regulations.

TRAINING CONTENT

FUNCTIONAL:

- How to schedule workshops considering many variables
- How to apply State and Federal regulations to workshop situations
- How to determine staff in-service training needs

SPECIFIC:

- Knowledge of State and institutional regulations as they apply to staff in-service training
- Knowledge of capabilities and in-service training needs of staff

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	80	5	10	5	5	3	4	S.D.B.6

GOAL:

OBJECTIVE:

TASK: Determines/decides upon appropriate college accredited courses and scheduling for selected staff members using own knowledge of staff training needs and educational opportunities available, following State and Federal regulations in order to arrange for relevant in-service training courses.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Training courses are appropriate and conveniently scheduled.
- Courses are consistent with State and Federal regulations.

NUMERICAL:

- Over X period of time, no more than X number of complaints are received regarding appropriateness of courses and scheduling, interest and/or consistency with State and Federal regulations.
- Over X period of time, no more than X number of complaints were received from participants that courses did not meet their in-service training needs.

TRAINING CONTENT

FUNCTIONAL:

- How to schedule college accredited courses considering many variables
- How to apply State and institutional regulations to course situations
- How to determine staff training needs
- How to discover educational opportunities available in the area

SPECIFIC:

- Knowledge of courses available at area colleges
- Knowledge of State and Federal regulations as they apply to in-service training
- Knowledge of staff capabilies and in-service training needs

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	3A	45	10	45	5	4	2	4	S.D.B.7

GOAL:

OBJECTIVE:

TASK: Takes pictures and organizes visual materials using appropriate/required equipment and knowledge of photography and media development in order to develop media presentation explaining agency policy or program.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Pictures meet technical standards for clarity, etc.
- Pictures portray agency policy/program accurately.
- Visual materials are relevant to policy/program being described.

NUMERICAL:
- Less than X% of complaints that material was not appropriate and/or did not adequately explain policy/program.
- Less than X number of complaints that presentation was of poor technical quality.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of photography and ability to use equipment
- Knowledge of media development process
- How to organize data to meet a specific need

SPECIFIC:
- Knowledge of specific agency policy/program
- Knowledge of special equipment to be used
- Knowledge of agency requirements, specifications, for the project

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	75	5	20	5	4	2	5	S.D.B.8

GOAL:

OBJECTIVE:

TASK: Composes/writes script to accompany visual materials using knowledge of creative writing and media development in order to put together media presentation explaining agency policy/program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Script is clear, accurate, transmits essential facts and ideas.

NUMERICAL:

- Less than X number of complaints that presentation did not adequately explain policy/program.
- Less than X number of complaints that script was not accurate.

TRAINING CONTENT

FUNCTIONAL:

- Creative writing skills
- Knowledge of media development processes

SPECIFIC:

- Knowledge of specific agency policy/program
- Knowledge of agency requirements, standards for the project

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

06

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	3A	40	10	40	5	5	3	4	S.D.B.9

GOAL:

OBJECTIVE:

TASK: Records audible portions of program to accompany visual materials, using appropriate/required equipment and knowledge of techniques of media development in order to put together media presentation explaining agency policy or program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

. Audio meets technical standards for clarity, synchronization, etc.

NUMERICAL:

. Less than X number of complaints that recording was of poor technical quality.
. Less than X number of complaints that audio was not appropriate to visual content of presentation.

TRAINING CONTENT

FUNCTIONAL:

. Knowledge of recording processes and ability to use recording equipment
. Knowledge of media development processes

SPECIFIC:

. Knowledge of specific agency policy/program
. Knowledge of specific equipment to be used
. Knowledge of agency requirements, standards, for the project

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	65	20	5	5	5	3	4	SD.B. 10

GOAL:

OBJECTIVE:

TASK: Examines/evaluates/discusses with curriculum consultant and teacher-supervisor present curriculum and objectives of teaching team, in order to determine the appropriate curriculum for the upcoming school term.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Curriculum is acceptable to the curriculum consultant and the teacher-supervisor.
- Curriculum is consistent with the teaching team guidelines.
- Curriculum considers past curriculums.
- Curriculum takes into account the students' needs and abilities.

NUMERICAL:

- Over X period of time, no more than X number of complaints are received as to the curriculum's violation of the teaching team guidelines, discontinuity of previous curriculum and learning processes and/or inapplicability to the students or school.
- Curriculum is decided upon at least X number of days before school term is to start.

TRAINING CONTENT

FUNCTIONAL:

- General knowledge of curriculum models and teaching methods
- How to plan curriculums considering teaching team's objectives and the existing curriculums

SPECIFIC:

- Knowledge of curriculum models which would meet the school's needs
- Knowledge of school and its needs
- Knowledge of teaching team objectives and the existing curriculum

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4A	1A	65%	30%	5%	6	5	3	4	SD.B. 11

GOAL:

OBJECTIVE:

TASK: Plans/develops training programs for workers, consulting with Staff Development workers in the development of materials, explaining interpretation of appropriate manuals/acceptable time lag in client reporting of income changes/desired development of worker-client relationships, in order to design training programs necessary to reduce error incidence due to manual misinterpretation/ client failure to report changes in income.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is thorough in analysis of errors.
- Training plans developed, deal effectively with identified problem areas.
- Makes use of collateral staff (Staff Development, experienced staff) in program development, planning.
- Explanations of agency objectives, procedures to collateral staff are clear, consistent, penetrating, to-the-point.

NUMERICAL:
- In X time after training session, errors due to identified problem decrease by, at least, X%.
- In X time, fewer than X number of complaints from supervisor, that training sessions deal with inconsequential problems.

TRAINING CONTENT

FUNCTIONAL:
- How to administer specified program.
- How to develop training programs which deal effectively with problem areas.
- How to identify problem areas in specified programs.
- How to communicate effectively with individuals, small groups.
- How to pinpoint the cause of errors in specified programs.
- How to interpret/explain manual material.

SPECIFIC:
- Regulations for specific program.
- Sources of information relative to errors.
- How Quality Control establishes errors.
- Collateral staff available for planning.
- Lines of agency responsibility.
- Knowledge of agency objectives/S.O.P.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	70%	25%	5%	5	5	3	4	SD.B. 12

GOAL:

OBJECTIVE:

TASK: Coordinates/approves/disapproves/modifies training plans submitted by area field assistant, offering technical advice as requested, or as evaluations of the plan reveal a need, consulting Federal and State guidelines for training plans and exercising professional judgment in their application, in order to ensure the delivery of well-planned, pertinent training to employees.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker thoroughly evaluates components of training plans for appropriateness with Federal/State guidelines, effectiveness, and clarity of purpose and objectives.
- Worker uses good judgment in offering technical advice, suggesting changes, or alternatives.
- Worker demonstrates good professional judgment in evaluation of training plans.

NUMERICAL:

- In X period of time, subsequent evaluation of plans approved by worker reveals that at least X% meet stated objectives and do meet Federal requirements for reimbursement.
- In X time, fewer than X number of complaints from area field assistants that they were unable to obtain technical assistance/advice from worker, or unable to understand it.

TRAINING CONTENT

FUNCTIONAL:

- How to plan, analyze and evaluate training proposals according to given format.
- How to read/interpret program guidelines/Federal or State regulations.
- How to state technical advice clearly and accurately.
- How component parts of training plans fit together to form a training unit.

SPECIFIC:

- Goals, purpose, objectives of training programs in the department.
- Applicable State/Federal regulations or guidelines.
- Departmental guidelines for training programs.
- Time, staff, resources, funding available.
- Options available for training.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	2	1A	80	15	5	4	4	1	4	130.B. 13

GOAL:

OBJECTIVE:

TASK: Plans/organizes workshops for area and county clerical personnel, working with Staff Development, and determining appropriate program speakers, tours and overall workshop structure, following Department procedures for organizing workshops and seminars, in order to develop workshops and seminars which will provide orientation to area and county clerical staffs about Central Office.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- The workshop plans reflect careful consideration of all available data.
- Workshop plans are developed in reasonable time.

NUMERICAL:
- Less than X complaints per workshop that workshop did not familiarize clerical personnel with Central Office, due to poor organization/planning.
- Workshop plans are completed in X period of time.

TRAINING CONTENT

FUNCTIONAL:
- How to plan/organize workshops

SPECIFIC:
- Basic organization of Central Office
- The availability of speakers and the areas to be toured
- Department procedures and steps in organizing workshops and seminars.
- Specific information to be included in workshops

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	5	1A	45%	50%	5%	4	5	1	4	SD.D. 4

GOAL:

OBJECTIVE:

TASK: Discussion/explains teaching techniques, on-the-job evaluations with vocational instructors, suggesting areas needing improvement, courses available for further training, changes in methods, new inputs, in order to assist the vocational instructors in providing better vocational training for the students.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Discussions are informative and helpful in improving the training programs.
- Worker is courteous and tactful when discussing areas of improvement.
- Worker's suggestions of new inputs and changes are feasible within the institutional setting.

NUMERICAL:
- In X time, fewer than X complaints from instructors that the discussions were unclear or that suggestions are impractical.
- In X time, instructor demonstrate an understanding of X% of the changes/suggestions.

TRAINING CONTENT

FUNCTIONAL:
- Current knowledge of changes and new materials in the vocational training fields.
- Basic knowledge of educational methods/techniques

SPECIFIC:
- Knowledge of the instructor's weaknesses and strengths.
- Knowledge of new materials in each specific vocational field.
- Knowledge of related agency policy.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4B	1A	45%	50%	5%	4	4	1	4	SD.D. 5

GOAL:

OBJECTIVE:

TASK: Conducts orientation training session for new/transferred employees, presenting information from training notes/lesson plan/agenda, encouraging discussion/participation, asking/answering questions, resolving/coping with problems as they arise, in order to prepare employees to assume new roles/ responsibilities.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The orientation sessions run smoothly.
- Worker effectively eliminates problems as they arise.
- Worker actively encourages participation by all attending.

NUMERICAL:

- Upon review each orientation session meets X% of the goals and objectives set for that session.
- Fewer than X complaints from participants that the session was boring, unfruitful, not well planned.
- No lengthly unplanned pauses or interruptions in any session.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of group behavior and how to elicit active participation by the group.
- How to make quick decisions to eliminate a problem.
- Teaching skills.
- Knowledge of staff development techniques

SPECIFIC:

- Understanding of the purpose of the session.
- Knowledge of the agenda.
- Knowledge of resources available to avert a crisis situation.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80	5	15	5	5	2	5	SD.E. 4

GOAL:

OBJECTIVE:

TASK: Evaluates the effectiveness of a plan implemented to teach medical knowledge and techniques to various nursing staff members, reading care plans and progress notes, and relying on objective test results, in order to determine how well they understood and applied the information taught.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Evaluations are objective, thorough, complete, accurate, and reflect good judgement.
- Evaluations are completed with reasonable speed.

NUMERICAL:
- Over a specific period of time, X% of staff agree with worker's evaluation.

TRAINING CONTENT

FUNCTIONAL:
- Ability to read and interpret test results, care plans and progress notes.
- Nursing and teaching techniques.
- How to evaluate the effectiveness of teaching techniques

SPECIFIC:
- Knowledge of the information contained within the tests, care plans, and progress reports.
- Knowledge of the information taught
- Where to obtain additional needed information.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	90%	5%	5%	4	4	2	4	SD.E. 5

GOAL:

OBJECTIVE:

TASK: Evaluates the results of previous orientation sessions, applying knowledge of departmental goals and objectives and purpose of orientation sessions, allotting time and setting up sequence of activities in order to develop an agenda for the orientation session.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Plans an interesting, well organized orientation session.
- Covers topics which meet the goals and objectives of an orientation session.
- Carefully considers the results of past orientation sessions.

NUMERICAL:

- Upon review, X agendas are appropriate and workable in X time.
- Each orientation session meets X% of the goals and objectives.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of staff development principles.
- How to plan an agenda appropriate for a specific purpose.

SPECIFIC:

- A thorough knowledge of the department's functions and operation.
- Goals and objectives of the orientation session.
- Time allotted for the session.
- Knowledge of available support for planned activities (i.e. probable speakers, budget, etc.).

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

RESEARCH, STATISTICS AND DATA PROCESSING

(R) 36

A. Planning
B. Developing Methodology/Instruments
C. Data Collection/Compilation
D. Analyses/Computations
E. Report Writing
F. Data Processing

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	5	1	5	R.E. 2

GOAL:

OBJECTIVE:

TASK: Studies/analyzes recent available information (publications, books, magazine articles, pamphlets, State and Federal guidelines, etc.) concerning a certain aspect of corrections, in order to formulate/write a research study, as requested by the legislature or the superintendent, using an extensive knowledge of the field of corrections and available literature in the field.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker assures that study concentrates on correct aspect of corrections.
- Worker writes study in a comprehensive, clear, concise, well organized manner.
- Study is completed within a reasonable period of time.

NUMERICAL:

- Superintendent notes that all (100%) of the research studies concentrate on correct aspect of corrections.
- Superintendent and/or legislators note that available data was omitted from a study no more than X times.

TRAINING CONTENT

FUNCTIONAL:

- How to conduct/write a research study.
- How to analyze a variety of information.
- Knowledge of the field of corrections.

SPECIFIC:

- Specific topic of research study.
- Where and how to locate available literature.
- Knowledge of the specific aspect in the field of corrections for which a research study has been requested.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	40	55	5	4	4	1	4	R.F. 1

GOAL:

OBJECTIVE:

TASK: Explains/describes/discusses with members of different units and outside the department, uses/benefits methods of ADP systems in use, describing systems, and sharing information available, based on own knowledge of ADP systems and agency S.O.P., guides, and technical manuals, in order to foster cooperation and good rapport between the Data Processing Department and the sections they serve.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker uses good judgment in selecting materials to discuss with the various representatives of the different units.
- Worker discusses the systems clearly, providing accurate information in a polite and warm manner.
- Follows proper procedures for interdepartmental communications.

NUMERICAL:

- Fewer than X complaints in X amount of time about worker's manner.
- Fewer than X complaints in X amount of time from workers in other departments that they cannot understand the explanations.
- No cases of departments failing to cooperate because of the worker's methods or attitude, as judged by supervisor.

TRAINING CONTENT

FUNCTIONAL:

- The capabilities of a computer and how data can be used
- An understanding of interpersonal relationships
- How to communicate technical information
- Efficient uses of data

SPECIFIC:

- The type of data processed by the department and how it applies to the various sections
- Opportunities available for discussing data processing with sections within and outside the department
- Knowledge of procedures for interdepartmental communications

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	50	45	5	5	5	3	5	R.F. 2

GOAL:

OBJECTIVE:

TASK: Discusses a proposed ADP system with the requester of the system, explaining limitations, gathering information concerning requester's expectations, and determining needs and objectives for the proposed system, applying own knowledge of agency ADP systems currently in operation and agency needs and limitations, in order to gain the information to design the ADP system.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully examines the proposed ADP system.
- Determines points that need clarification.
- Asks pertinent questions about what is expected.
- Gets a clear picture of the proposed ADP system for designing the exact program desired.

NUMERICAL:

- All information needed for designing an ADP system is obtained, determined by the final system and how it meets its objectives.
- In X time, fewer than X complaints are received from program requester about the worker's manner in gaining information.
- Upon review of the final ADP systems designed, less than X% of the systems designed do not meet their objectives.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of computer operations
- How to design an ADP system
- How to examine a proposed ADP system to gain all pertinent information

SPECIFIC:

- Knowledge of the specific ADP system to be designed
- Who to contact to get exact specifications for a proposed ADP system
- Facilities available for designing ADP systems
- Knowledge of agency ADP systems currently in operation

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4B	1A	40	55	5	5	5	5	5	R.F. 3

GOAL:

OBJECTIVE:

TASK: Teaches/demonstrates/explains the operation of an ADP system, describing/discussing how to use the system, how to find errors, what to expect from the system, etc., based on own knowledge of the specific ADP system to be used and agency standards and requirements, in order to train personnel directly involved with the operation of the system.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker explains the use of the ADP system accurately, clearly and comprehensively.
- Worker covers all areas concerning the system.
- Worker is pleasant and courteous.
- Speaks clearly and in terms readily understood by personnel involved.

NUMERICAL:

- Over X period of time, X% of the workers involved with the operation of the ADP system are able to use the system effectively, as determined by the supervisor.
- In X time, fewer than X complaints are received that workers did not understand the explanations or about the worker's manner or attitude.

TRAINING CONTENT

FUNCTIONAL:

- How to describe an ADP system in terms that can be readily understood by personnel involved with the system
- Knowledge of ASP systems and computers

SPECIFIC:

- Knowledge of the capabilities of the personnel involved with the system (i.e., their level of understanding of data processing)
- Knowledge of the specific ADP system the employees will be involved with
- Knowledge of the facilities available and forms, machines, etc., the employees will be using

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	90	5	5	4	5	3	4	R.F. 4

GOAL:

OBJECTIVE:

TASK: Determines/decides the time required for preparing input information, coding, keypunching, programming and computer time, relying on past experience and knowledge of ADP system designing, and considering the present workload in the various sections, in order to schedule these operations so the system will be completed on time.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately determines the amount of time needed for the various operations for completing an ADP system.
- The schedule is workable (each operation is in the proper sequence).
- Worker considers limitations within each of these operations (i.e., other programs which may require the same operations).

NUMERICAL:

- For each ADP system planned, none of the operations are delayed because of impractical scheduling.
- X% of the systems are completed within the scheduled time.
- In X time, fewer than X complaints are received from the various sections, that the worker has made impossible demands for completing an ADP system.

TRAINING CONTENT

FUNCTIONAL:

- An understanding of coding, keypunching, programming and computer time
- How to organize data processes sequentially

SPECIFIC:

- The specific information to be coded, keypunched, programmed and run through the computer
- Knowledge of the workload of departmental coders, keypunchers, programmers and computers
- The scheduled data for the system completion
- Departmental S.O.P. for scheduling coding, keypunching, programming and computer time

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40	50	10	5	5	3	4	R.F. 5

GOAL:

OBJECTIVE:

TASK: Discusses/examines problems and progress in the development of an ADP system with other systems analysts, applying knowledge of computers, programming, etc., and past experience in designing ADP systems, in order to assist the analysts in solving problems in designing an ADP system.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Analyzes the problem and logically determines a solution.
- Carefully discusses with other analysts all aspects of the problems in designing an ADP system.
- Uses good judgment in determining a solution.
- Worker is warm, pleasant, and courteous in discussing the problems.

NUMERICAL:

- In X time, fewer than X complaints received from other analysts about the worker's manner in discussing a problem with them.

  Fewer than X complaints in X time about the suggested solution to the problem not being correct or appropriate.

TRAINING CONTENT

FUNCTIONAL:

- How to design an ADP system
- A thorough understanding of computers and all inputs necessary to process data
- How to logically approach a problem and determine a solution (analytical thinking)

SPECIFIC:

- Knowledge of the purposes of the department
- Areas which can cause problems in designing an ADP system
- Facilities available for solving problems

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Objective | Goal | Organizational Unit: ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	50	45	5	4	4	1	3	R.F. 6

GOAL:

OBJECTIVE:

TASK: Questions closely/listens to representatives of a department to find out exactly what information their department requires for the statistical reports it requested, using own knowledge, agency policy and procedures and controlling legislation/regulations, in order to gather information needed to design a questionnaire.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker asks questions which obtain all the pertinent information needed.
- Worker questions in a respectful, patient, and intelligent manner.
- Worker obtains the needed information in a reasonable amount of time.

NUMERICAL:

- No more than X number of complaints are received as to worker's questions and/or manner of questioning.
- Questioning by worker is completed in no more than X amount of time.
- No more than X number of complaints that information is incomplete or inaccurate.

TRAINING CONTENT

FUNCTIONAL:

- How to ask questions which produce the required information
- How to question respectfully and courteously

SPECIFIC:

- Knowledge of appropriate person to supply pertinent information
- How to gather pertinent information for the specific project
- Knowledge of specific purpose of the questionnaire

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40	55	5	5	5	3	5	R.F. 7

GOAL:

OBJECTIVE:

TASK: Explains/describes a program design to the computer programmers, applying knowledge of computers and systems designing, and knowledge of specific system to be implemented, in order to make clear the design the computer programmers are to follow in writing a program for the system.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Explanation is thorough, accurate.
- Worker is polite, courteous and speaks clearly.

NUMERICAL:
- Computer programmers complain less than X times about not understanding the design, the worker's manner, etc.
- Over X period of time, computer programmers are able to program X% of the designed programs without additional data.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of computer programming
- How to explain, clarify a design for computer programmers
- Knowledge of administrative theory/practice as related to ADP analysis

SPECIFIC:
- Knowledge of the system design to be programmed
- Knowledge of the programmers' abilities and capacities
- Knowledge of Departmental S.O.P. for arranging for computer programming

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80	10	10	5	5	3	4	R.F. 8

GOAL:

OBJECTIVE:

TASK: Examines/evaluates a completed ADP system, reviewing the expectations of the system (the intended purpose) comparing with the actual output, based on knowledge of agency expectations, standards, requirements, limitations, and options available for adjusting and revising specific ADP systems, in order to determine needed alterations or revisions to meet the intended purpose.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully evaluates the completed ADP system.
- Uses good judgment and logic when determining revisions or adjustments to assure that the system meets expectations.
- Accurately determines if the system is meeting expectations.

NUMERICAL:

- In X time, fewer than X complaints are received that the system failed to meet expectations.
- Less than X% of the revisions made are determined by supervisor as inappropriate/inadequate or unnecessary.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate an ADP system
- Knowledge of the effects of various changes, alterations or revisions in an ADP system
- How to correct/de-bug an ADP system

SPECIFIC:

- The expectations of specific ADP systems
- Options available for adjusting and revising the system.
- Limitations of the system

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	90	5.	5	5	5	1	4	R.F. 9

GOAL:

OBJECTIVE:

TASK: Formulates/draws up procedures and schedules for collecting data for routine/special requests for statistical reports, taking into consideration availability of staff, deadlines for various reports, and State and Federal regulations, in order to plan for the efficient functioning of office personnel for data collection.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The method of data collection is accurate, thorough and completed with reasonable speed.
- The procedures and schedules are workable, clear, and precise.

NUMERICAL:

- Over X period of time, no more than X% of complaints are received as to the method of data collection.
- Over X period of time, no more than X data analysis projects are not scheduled to be completed on time.
- Over X period of time, no more than X complaints from subordinates that the plan is unclear or unrealistic.

TRAINING CONTENT

FUNCTIONAL:

- How to formulate procedures which are clear, precise, and workable
- How to draw up schedule for organizing the activities involved in making statistical analysis
- How to supervise personnel efficiently

SPECIFIC:

- Knowledge of data to be collected
- Knowledge of methods of data collection and staff capabilities
- Knowledge of special statistical reports
- Knowledge of office S.O.P.
- Knowledge of required routine reports and deadlines

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	30%	60%	10%	5	4	1	4	R.F. 10

GOAL:

OBJECTIVE:

TASK: Talks with/explains to department heads/administrative personnel regarding data processing techniques and procedures, drawing upon extensive knowledge and experience in that area, pointing out how data processing will benefit/accomodate/operations in their areas, in order to increase their awareness of data processing operations.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, clear, to-the-point, and delivered in a pleasant, non-authoritarian manner.
- Answers questions thoughtfully and directly.

NUMERICAL:

- No more than X complaints from persons talked with, about worker's manner/attitude in X time.
- No more than X instances when worker gives wrong information over X time.

TRAINING CONTENT

FUNCTIONAL:

- How to impart information in a clear, direct/understandable manner.
- Extensive knowledge of data processing/computer technology.

SPECIFIC:

- Knowledge of department's data processing operations.
- Knowledge of administrative personnel's department/sphere of operations.
- Benefits of data processing for the specific departments.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	50%	45%	5%	4	4	2	4	R.F. 11

GOAL:

OBJECTIVE:

TASK: Consults/talks/discusses with computer programmers and systems analysts regarding the style/format of coding sheets for new programs, offering advice and suggestions as to format most easily read/understood by key punch operators, based on extensive knowledge of data processing operations, in order to insure that format developed will be most conducive to error-free key punching.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Suggestions are valid and well-thought-out, given in a direct and to-the-point manner.
- Worker is courteous, pleasant, non-authoritarian.
- Work is sensitive to needs of programming while making suggestions.

NUMERICAL:

- No more than X complaints are received from key punch operator that forms are hard to read/understand over X period of time.
- No more than X complaints are received from programmers/analysts as to worker's attitude/manner over X time.

TRAINING CONTENT

FUNCTIONAL:

- How to impart advice and suggestions in a courteous non-authoritarian manner.
- Extensive knowledge of data processing operations, especially key punching.
- How to develop formats for coding sheets.

SPECIFIC:

- Knowledge of program.
- Departmental S.O.P. relating to coding sheets - key punching.
- Knowledge of how programs are developed - departmental procedures.
- Knowledge of personalities of programmers and analysts.

PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	1A	90	5	5	4	4	3	5	R.F.12

GOAL:

OBJECTIVE:

TASK: Designs/writes/composes manuals for coders and keypunch operators clearly explaining procedures, design and format to follow when coding or key punching for each system, applying a knowledge of key punching and coding along with requirements for the programming of each system in order to prepare a guideline for the proper coding and punching of information in the system.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Composes a clear, readable and easy to understand manual for coding.
- Composes a clear, readable and easy to understand manual specific for keypunching for each system.
- The manuals cover all the information the coders or key punchers need for the system.

NUMERICAL:

- Fewer than X complaints are received per manual from either the coders or the keypunch operators about the manual being incomplete, unclear, or difficult to follow.

TRAINING CONTENT

FUNCTIONAL:

- How to write clearly
- How to compose a manual pertaining to coding and keypunching
- Knowledge of keypunching and coding

SPECIFIC:

- The coding and keypunching format necessary for the specific system
- Knowledge of the coders and keypunch operators abilities and limitations
- Knowledge of the requirements for the programming of the various ADP systems

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	2	4	R.F. 13

GOAL:

OBJECTIVE:

TASK: Examines/evaluates incoming information, deciding which information is sufficiently repetitive to warrant making a program card and selecting appropriate columns and holes to use on the International Business Machine (IBM) card, applying knowledge of computer programming and key punching, in order to make a program card for key punch operators to use when key punching repetitive material.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Program card is accurate and deals with significant information.
- Worker's program cards enable key punch operators to work faster.

NUMERICAL:

- One program card is completed in X amount of time.
- Supervisor notes no useless program cards made by worker over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of computer programming and key punching.
- How to make a program card.

SPECIFIC:

- Information to include on the program card.
- How to evaluate specific income information.
- Knowledge of specific key punch machine in which the program cards will be used.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	5	3	4	R.F. 14

GOAL:

OBJECTIVE:

TASK: Examines/evaluates error sheet printed out by computer for new program, devising methods/operations to correct these errors, drawing upon experience and knowledge in computer programming, in order to debug and verify the program.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Errors are corrected accurately and analytically.
- Corrections are consistent with program objective and purpose.
- Debugging and verification are completed with reasonable speed.

NUMERICAL:

- No more than X errors appear on print-out sheet when program is run after corrections have been made.
- Corrections are made in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- Extensive knowledge of computer programming, technology.
- How to correct (debug, verify) errors in programming.

SPECIFIC:

- Knowledge of program being run.
- Knowledge of procedures for correcting errors in programs.
- How to test programs.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	3	4	R.F. 15

GOAL:

OBJECTIVE:

TASK: Devises/sets up flow chart from information received from systems analyst, showing the logical flow of activity to reach specified objective, using knowledge and experience in computer programing, in order to prepare a computer program for a purpose specified by systems analyst.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Flow chart is practical, logical and completed within a reasonable amount of time.
- Objective is reached in the most direct way possible.

NUMERICAL:

- Supervisor notes no more than X instances where flow chart is inaccurate or impractical.
- Flow chart completed within X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to think logically, evaluate data objectively.
- Extensive knowledge of computer programing.

SPECIFIC:

- Knowledge of objective of program proposed by systems analyst.
- Knowledge of S.O.P. relating to having program approved.
- Knowledge of purpose, goal, objectives of data processing unit.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	5	3	4	R.F. 16

GOAL:

OBJECTIVE:

TASK: Translates, from systems representations, each functional box in a previously developed flow chart into the exact instructions needed to carry out the functions noted, determining specific storage locations for the various factors involved, using the "Cobol" language and various reference books in order to develop a program enumerating the steps necessary to achieve a specific operation.

Organizational Unit: 11 | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker uses the correct computer language and coding information.
- Program is consistent with the information on the flow chart.

NUMERICAL:

- When tested, no more than X errors are found in X period of time.
- Program for one operation is completed within X period of time.

TRAINING CONTENT

FUNCTIONAL:

- Extensive understanding of computer programming.
- "Cobol" computer language.
- How to translate flow charts/information into a detailed sequence of steps.

SPECIFIC:

- How the specific computer operates.
- Time frame for the task.
- Nature of the specific problem (operation).

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	4	2	4	R.F. 17

GOAL:

OBJECTIVE:

TASK: Codes/converts developed computer program into "Cobol", using coding sheets and knowledge of "Cobol", in order to put program into language computer can utilize.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Coding is accurate and completed in a reasonable amount of time.
- Coding sheets are neat and legible.

NUMERICAL:

- No more than X coding errors per program.
- Coding is completed in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to use "Cobol" - translate programs into "Cobol".
- Knowledge of computer programming and technology.

SPECIFIC:

- Knowledge of program to be coded.
- Knowledge of S.O.P. relating to coding sheets - routing procedures, location of supplies, etc.
- Knowledge of department's computer.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	75%	5%	20%	2	3	2	3	R.F. 18

GOAL:

OBJECTIVE:

TASK: Records tape reel number onto programmer flow chart, referring to tape log book, in order to inform tape librarian which tape is to be pulled for program.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Correct tape number is recorded.
- Number is recorded legibly and in the correct place and with reasonable speed.

NUMERICAL:

- No more than X instances where number was recorded incorrectly over X period of time.
- No more than X complaints from tape librarian that number was recorded illegibly or in the wrong place in X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to record numbers.
- Familiarity with computer technology, programming, etc.

SPECIFIC:

- Knowledge of routing procedures for flow chart.
- Knowledge of how to find tape numbers in log book.
- Knowledge of flow chart - where numbers are to be recorded, etc.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	2	2	1	2	R.F. 19

GOAL:

OBJECTIVE:

TASK: Writes new key punch directions into notebook upon instructions of supervisor, in order to maintain an updated set of key punching directions (correct column to use, information for specific assignments, etc.) for reference.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Notebook is neat, legible and kept up-to-date.
- Worker does not take time from more important activities to update notebook.

NUMERICAL:

- Worker updates notebook X times in X amount of time.
- Supervisor finds notebook to be legible and up-to-date X number of times over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to write neatly/legibly.
- How to follow instructions.

SPECIFIC:

- Instructions not presently included in notebook.
- When/how to update notebook.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	5	1A	50%	45%	5%	4	4	2	4	R.F. 20

GOAL:

OBJECTIVE:

TASK: Assigns duties (batches) to key punch and verifier operators based on priority of work, work schedule, and ability of each operator, giving direction and notifying operators of any change in policies, procedures, in order to distribute the flow of work among subordinates.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Work is distributed fairly, efficiently among subordinates.
- Directions given are easy to follow, clearly stated.

NUMERICAL:

- All work assignments are made within X time of receipt.
- No more than X complaints in X days that a top priority assignment was neglected.
- Subordinates are notified of changes in policies/procedures within X time after worker receives notification of them.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of computer technoloy
- Supervisory skills.

SPECIFIC:

- Work priority, work schedule, and ability of each subordinate.
- Changes in policies/procedures subordinates' work habits and personalities.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	2B	50%	5%	45%	2	2	1	2	R.F. 21

GOAL:

OBJECTIVE:

TASK: Operates (starts/stops/adjusts) printing machine, wiring and inserting board for information desired, setting hammerlocks and zero suppressors as needed, and placing cards into feeder in order to receive a print-out of desired information (movement lists in institutions, etc.).

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Board is wired correctly.
- Hammerlocks and zero suppressors are set correctly.
- Correct cards are fed into machine.
- Machine is operated efficiently and economically.

NUMERICAL:

- Print-out contains no wrong information due to improperly wired boards over X time.
- Correct print-out is obtained at least X% of the time.

TRAINING CONTENT

FUNCTIONAL:

- How to operate printing machine.
- Familiarity with computer terminology.
- Familiarity with computer technology.

SPECIFIC:

- Knowledge of how task contributes to subsystem objective.
- How to wire boards for desired information.
- S.O.P. for using machine - signing in and out, etc.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	60%	5%	35%	2	2	1	2	R.F. 22

GOAL:

OBJECTIVE:

TASK: Types information onto computer cards using keypunch machine, referring to specific forms submitted by other offices in order to produce information in a form which can be used by a computer.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is typed correctly.
- Cards are punched in a reasonable amount of time.
- Machine is operated in an efficient and economical manner.

NUMERICAL:

- No more than X errors are found per 100 cards punched.
- Worker completes X cards in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to operate keypunch machine.
- How to transfer data from one form into another.

SPECIFIC:

- Knowledge of forms submitted by other offices - information to transfer.
- Knowledge of location of supplies - extra cards, etc.
- Knowledge of how task contributes to subsystem objective.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

PROGRAM AREAS

(PA)

A.	Adoptions	11
B.	Group Work	12
C.	Protective Services	25
D.	Homemaker Services	7
E.	Day Care/Child Development	31
F.	Family Counseling	21
G.	Foster Care	40
H.	Recreation	7
I.	Clinical Services	2
J.	Juvenile Court	25
K.	Corrections	47
L.	Mental Health	25
M.	Rehabilitation	5
	Total	258

	M. T. - LEVEL			M. T. - ORIENTATION			Reas.	Math.	Lang.	
						ENTR.	G. E. D.			TASK NO.
4	2	1A	60%	35%	5%	4	4	1	4	P.A.A. 8

GOAL:

OBJECTIVE:

TASK: **Exchanges information on legal adoption requirements, using letters and phone calls, with agencies in other states according to the Interstate Compact on Placement of a Child and the State's adoption laws, to ensure that adequate plans are made for children moving from one state to another.**

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: • Worker's information is accurate and complete. • Information is sent promptly. • Worker's plans are consistent with laws. **NUMERICAL:** • Over X period of time no more than X number of adoption cases are delayed due to poor planning and/or illegalities. • Worker sends information to other states and agencies in time for them to benefit by it.	**FUNCTIONAL:** • How to write business letters and make business phone calls. • How to request needed information. • How to apply legal requirements to specific situations. **SPECIFIC:** • Knowledge of State's adoption laws. • Knowledge of the information needed for this specific case. • Knowledge of content of Interstate Compact on Placement of a Child.

Objective | Cod | Organizational Unit

ADMINISTRATIVE UNIT

PERFORMANCE STANDARDS TRAINING CONTENT

								G. E. D.		TASK NO.
4	4A	1A	75%	20%	5%	4	4	1	4	P.A.A. 9

OBJECTIVE:

TASK: Evaluates the suitability of child for placement in adoptive home following agency guidelines/procedures/examines the evidences of adjustment or maladjustment through observation and general supervision (i.e., counseling with adoptive parents and child, supportive services) relying on knowledge of human behavior, observations, judgement, in order to determine whether or not to recommend approval of the adoption at the end of the specified time period.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: • Recommendation for or against adoption is based on thorough and objective consideration of the adjustment of both child and adoptive parents to the placement. • Counseling and supportive services are offered to both child and adoptive parents as a means of establishing the feasibility of the relationship. • Observation/supervision of the placement is unobtrusive and courteous, yet thorough and sensitive. **NUMERICAL:** • In X time, at least X% of worker's recommendations for adoption are approved by the court. • In at least X% of cases, worker is supported in his recommendation against adoption by supervisor's independent review.	**FUNCTIONAL:** • How to evaluate the readiness of child and adoptive parents for finalization of adoption. • How to provide general supervision of adoption placements. • How to provide counseling to determine if problem areas are temporary in nature or more serious. **SPECIFIC:** • Background situation of child/adoptive parents. • Policy of agency toward adoptions. • What alternatives are open for the child. • What resource persons/agencies are available to worker.

PERFORMANCE STANDARDS TRAINING CONTENT

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		Reas.	Math.	[illegible]	
[illegible] - LEVEL			[illegible] - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	60%	5%	4	4	1	4	P.A.A. 10

[illegible]:

OBJECTIVE:

TASK: Talks with/discusses the purpose and philosophy of adoptive services with a couple/individual, who have expressed an interest in adoption but are uncertain of their own situation, needs, expectations, or motivation for applying for a child, relying on own knowledge of Federal/State adoption regulations and procedures, and alternative methods/resources for dealing with problems of prospective adoptive parents, in order to suggest other, more appropriate methods for this couple/individual to meet their needs.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discussion is clear, worker answers questions accurately.
- Worker uses tact when talking with the couple/individual.
- Worker's suggestions for alternate plans are helpful, realistic and tailored to each situation.

NUMERICAL:

- X% couples/individuals over X period of time pursue alternative plans/methods after talking with worker.
- X% couples/individuals talked with over X period of time report that worker's manner was pleasant, not overbearing.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of human behavior.
- How to convince a person to change his mind on a subject without offending him.
- Typical motivations and expectations of persons applying for adoption.

SPECIFIC:

- How to determine when a couple/individual is uncertain of their reasons for wanting to adopt a child.
- Resources/methods other than adoption which would benefit the specific couple/individual.
- Knowledge of federal and state adoption regulations and procedures.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE UNIT

							Reas.	Math.	Lang.	
						INSTR.		J. E. D.		TASK NO.
4	4A	1A	35%	60%	5%	5	4	1	4	P.A.A. 11

GOAL:

OBJECTIVE:

TASK: Leads/directs discussion among group of prospective adoptive parents, focusing attention on the parental role and community reaction to adoption, using case histories of adoptions and knowledge and experience in the adoption field, in order to encourage group members to express their feelings about adoption as well as increase their understanding of the parental role in adoptions.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is conscientious in encouraging each group member to contribute to the discussion.
- Discussion is to the point and stimulated at appropriate times by worker.
- Information dispensed is timely and accurate.

NUMERICAL:

- At least X% of group members report that discussion was helpful, interesting.
- No one complains that their viewpoint/comments were ignored during the meeting.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of the parental role in adoptions.
- Knowledge of the role of social worker in adoption proceedings.
- How to lead/stimulate discussions about adoptions.
- Skill in interpersonal relationships.

SPECIFIC:

- Knowledge of group members - personalities, hang ups, etc.
- Knowledge of sequence of events in adoption proceedings.
- Knowledge of departmental philosophy/policy concerning adoptions.

PERFORMANCE STANDARDS TRAINING CONTENT

			Data	People	Things		Reas.				
W. P. - LEVEL			W. P. - ORIENTATION			INSTR.	G. E. D.				
3B	3B	1A	25%	70%	5%	4	4	1	4	P.A.C. 5	

GOAL:

OBJECTIVE:

TASK: Contacts relatives/friends/neighbors of an uncooperative client, discusses with them the client's need for services, explaining the situation, the client's reaction to assistance, suggesting ways contacts can provide assistance and possible alternatives plans in order to elicit assistance from relatives/friends/neighbors in providing the needed care and services for the client.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker clearly states the client's needs and suggest how interested persons can provide assistance.
- Worker encourages contacts to help client.
- Works for the best interests of the client.

NUMERICAL:

- In X period of time X% of contacts agree to assist worker in persuading the client to accept needed care and services.
- In X time, fewer than X complaints about worker's attitude.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of human behavior and how to foster cooperation.
- Communication skills
- How to select pertinent information.

SPECIFIC:

- Specific attitudes of client and contacts about public assistance and service.
- Thorough understanding of the client's problem.
- Who to contact for assistance.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE PRO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45%	50%	5%	5	5	1	4	P.A.C 9

GOAL:

OBJECTIVE:

TASK: Discusses reasons for removal of child with parent(s), stating/explaining action, allowing the parent(s) to express feelings and encouraging them to ask questions about action following agency policy and guidelines and applying own knowledge of behavioral science and pertinent law in order to assure that they understand actions/reasons actions were taken, and establish a basis for subsequent contact for development of a service plan/contract.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Worker's manner is understanding.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Establishes basis for subsequent contact in all (100%) cases.
- No more than X valid complaints received in X period of time about worker's attitude/ manner.

TRAINING CONTENT

FUNCTIONAL:

- Verbal and non-verbal communication skills.
- Knowledge of behavioral science.
- Knowledge of motivational theory and techniques.
- Knowledge of court procedures.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Awareness of community standards and attitudes.
- Awareness of cultural and ethnic group patterns as related to the community.
- How to deal with hostilities.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things	Reas.	Math.	Lang.		
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			Task No.
3B	2	1A	60%	35%	5%	4	4	1	4	P.A.C. 10

GOAL:

OBJECTIVE:

TASK: Talks with/discusses with law enforcement agency situation concerning child(ren) in residential care/foster care facility, describing situation as necessary, following agency policy and guidelines, in order to inform/seek assistance in cases of runaway child(ren).

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Assistance of law enforcement agency is sought in at least X out of X cases involving runaway children.
- No more than X valid complaints received within X month period about worker's manner/attitudes.
- All pertinent information is given.

TRAINING CONTENT

FUNCTIONAL:

- Verbal communication skills.
- How to select pertinent information.
- How to organize information and presentation.
- How to ask questions in clear and concise manner.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of community resources.
- Understanding of ethical considerations in relation to utilization of information.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Math.	Lang.	Lr.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	1	4	P.A.C. 11

GOAL:

OBJECTIVE:

TASK: Evaluates/assesses urgency of protective service referral, judging circumstances reported according to agency emergency guidelines, in order to decide/determine whether case requires emergency or routine handling.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Assessment is thorough, accurate.
- Assessment is completed within reasonable length of time.

NUMERICAL:

- Assessment is completed within X hours of knowledge of crisis.
- Determination is appropriate in X out of X cases.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to organize information.
- How to evaluate data in relation to specified criteria.

SPECIFIC:

- Knowledge of agency emergency guidelines as they relate to the task.
- Knowledge of protective services.

Objective | Goal | Organizational Unit

ADMINISTRATIVE GRID

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			SVP
4	3B	1A	35%	60%	5%	5	5	1	4	P.A.C. 12

GOAL:

OBJECTIVE:

TASK: Talks with/discusses with individual the service(s) required for his protection and the necessity for the service(s)/possible consequences of refusing the service(s), in order to help individual understand the importance of receiving service(s)/persuade individual to accept the service(s).

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Statements are clear and concise.
- Information is accurate, complete, pertinent.
- Perceptive, self-understanding.

NUMERICAL:

- Discusses situation with individual in all (100%) Protective Service cases.
- Discussion is held within X hours of knowledge of crisis.
- No more than X valid complaints received within X period of time about worker.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to organize information.
- Knowledge of helping process.
- Knowledge of human behavior.

SPECIFIC:

- Knowledge of agency guidelines as related to task.
- Knowledge of agency/community resources and services.
- Knowledge of cultural and ethnic patterns as they relate to community and individual.

Objective | Cost | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. P. - LEVEL			W. P. - ORIENTATION			INSTR.	G. E. D.			TASK #
4	3B	1A	20%	75%	5%	5	5	1	4	P.A.C. 13

GOAL:

OBJECTIVE:

TASK: Explains/describes a client's domestic problems and community adjustment problems to school officials, encouraging them to support the client in his efforts to get an education, clarifying the client's point of view toward specific school situations, in order to persuade them to allow the client to remain in school.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear, persuasive and convincing.
- Information is accurate.
- Worker demonstrates his ability to see both sides of the problem and arrives at a solution that appeals to both parties.
- Worker is persistent in his advocacy for the client.

NUMERICAL:

- Over X period of time, X% of worker's clients are allowed to stay in school.
- Over X period of time, at least X% of clients, in a survey, report that they felt worker helped them in their communication with school officials.

TRAINING CONTENT

FUNCTIONAL:

- How to persuade officials to change their minds about the proper treatment of an individual student.
- How to explain another person's home life and community adjustment problems.
- Problems faced by school administrators.
- Knowledge of human growth and development.

SPECIFIC:

- Difficulties that the student has been having at school, etc.
- The school's present decision regarding the student.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	55%	40%	5%	3	4	1	4	P.A.C. 14

GOAL:

OBJECTIVE:

TASK: Encourages/persuades parents or guardians of the child to sign a release form permitting removal of the child from the home in cases where other living arrangements seem more appropriate to the child's welfare, explaining the purpose of the removal and the terms of the release agreement, following agency S.O.P., in order to obtain authorization for subsequent removal of the child from the home.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker frankly, accurately explains the purpose of the removal, conditions of the release agreement.
- Worker is persuasive, professional, courteous in manner and attitude.
- Every attempt is made to enlist the support of the parents in the resolution of problems.

NUMERICAL:

- In X time, fewer than X number of parents claim that they did not understand what they signed.
- In X time, worker gets a voluntary release form signed for at least X% of children removed from their homes.

TRAINING CONTENT

FUNCTIONAL:

- How to enlist the support of parents in a crisis situation.
- How to be supportive, persuasive, encouraging.
- How to clearly, accurately explain the purpose/conditions of an agreement.

SPECIFIC:

- Terms of the release agreement.
- Who can sign agreement.
- Why the child is removed, agency services that are available to support child/family.
- Agency policy on child removal.

Objective | Goal | Organizational Unit

ADMINISTRATIVE TRIO

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. P. - LEVEL			W. P. - ORIENTATION			INSTR.	G. E. D.			M.S.I. NO.
4	3A	1A	40%	55%	5%	4	4	1	4	P.A.C. 15

GOAL:

OBJECTIVE:

TASK: Evaluates/observes the services/facilities offered by various institutions or group homes with the client/client's family in relation to the specific needs of the client, in order to decide with the client/client's family, appropriate placement for the client.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is comprehensive, interested in client's situation.
- Decision is consistent with evaluation results.

NUMERICAL:

- Worker always involves the client and/or his family in the decision making process.
- Supervisor notes that worker overlooked a possible resource no more than X times in X period of time.
- Independent evaluation by supervisor reveals that agreed upon placement was unsatisfactory/inappropriate in X% of the cases reviewed.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate institutions in relation to specific client needs.
- How to involve clients in the decision making process.

SPECIFIC:

- Specific needs of the client.
- Institutions/group homes available to deal with client's specific problems.
- Location of the institutions/group homes.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3B	1A	35%	60%	5%	5	5	1	4	P.A.C. 16

GOAL:

OBJECTIVE:

TASK: Advises/discusses with complainant the court process and the reason/necessity for the complainant to testify, as well as his legal rights and responsibilities, relying on own knowledge of law and the court process, in order to insure that the complainant understands the need for his testimony and obtain his cooperation in the court hearing.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is understanding.
- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Complainant is informed in all (100%) cases and cooperates in at least X out of X cases.
- No more than X valid complaints received within X period of time about worker.

TRAINING CONTENT

FUNCTIONAL:

- Verbal and non-verbal communication skills.
- How to select pertinent information.
- How to organize information and presentation.
- Knowledge of motivational theory and techniques.
- How to relate to people.
- How to make person realize responsibilities and ramifications of his actions.
- Understanding of ethical considerations in relation to utilization of information.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of law and court process.
- Awareness of community standards and attitudes.
- Awareness of cultural and ethnic group patterns as related to community.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
.3B	2	1A	55%	40%	5%	4	4	1	4	P.A.C. 17

GOAL:

OBJECTIVE:

TASK: Talks to/explains to Juvenile Department representative the facts concerning reported cases of child abandonment or suspected child abuse and/or neglect, in order to request that a detaining order be issued.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Request for detaining order made in all cases where detention is indicated.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to select pertinent information.
- How to organize information.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of law and legal process.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	35%	60%	5%	4	4	1	4	P.A.C. 18

GOAL:

OBJECTIVE:

TASK: Phones appropriate law enforcement agency to convey information about a reported case of child abuse (when known facts indicate that there is reason to believe abuse has occurred), following agency policy and procedures, in order to request their assistance and cooperation.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.
- All pertinent information is conveyed.

NUMERICAL:

- Suspected abuse is reported in all (100%) cases.

TRAINING CONTENT

FUNCTIONAL:

- How to use telephone.
- Verbal communication skills.
- How to select pertinent information.
- How to organize information.
- How to make judgments and decisions.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of legal process.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	80%	5%	15%	4	4	1	4	P.A.C. 19

GOAL:

OBJECTIVE:

TASK: Prepares/submits to appropriate law enforcement agency a written report concerning each case of suspected child abuse previously reported by telephone, in order to document and confirm the oral report in accordance with agency policy and procedures.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report is well-written, clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Written report prepared in all (100%) cases.
- No valid complaints received about worker and/or reports.
- All pertinent information is included.

TRAINING CONTENT

FUNCTIONAL:

- Written communication skills (basic grammar and punctuation).
- How to select pertinent information.
- How to organize information.

SPECIFIC:

- Knowledge of agency policy and guidelines.

PERFORMANCE STANDARDS | TRAINING CONTENT

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Things		Read.	Math.	Lang.	
[illegible]			W. P. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3B	1A	45%	50%	5%	4	4	1	4	P.A.C. 20

[illegible]:

OBJECTIVE:

TASK: Explains/documents/describes to law enforcement officers/county attorney/court judge the urgency of a child's situation, exercising judgement in the selection of resource and the description of the situation based on own assessment of the case in order to obtain legal assistance/authority for the immediate removal of a child from his home when child's health is endangered and parent/guardian refuses to sign a release agreement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker describes situation briefly, but accurately and objectively.
- Worker uses good judgement consistent with case urgency in selection of source of assistance.

NUMERICAL:

- In X time, fewer than X number of statements made to law enforcement officers, judges, county attorneys cannot be substantiated.
- In X time, fewer than X number of requests for assistance in removal of child are determined by supervisor to have been premature/unfounded.

TRAINING CONTENT

FUNCTIONAL:

- How to describe the situation in quasi-legal terms.
- How to convey the urgency of the situation.
- How to describe a situation clearly, briefly.

SPECIFIC:

- Agency policy, procedures for obtaining legal assistance for child removal.
- Local law enforcement officers, county attorneys, and judges.
- Legal base/justification for removal of child from home.

PERFORMANCE STANDARDS

TRAINING CONTENT

Objective | Cool | Organizational Unit

ADMINISTRATIVE INFO.

[illegible]	[illegible]	[illegible]	[illegible]	Peoples	Things		Reas.	Math.	Lang.	
[illegible] - LEVEL			W. F. - ORIENTATION			INSTR.	C. E. D.			TASK NO.
4	2	1A	60%	35%	5%	5	5	1	4	P.A.C. 21

[illegible]:

OBJECTIVE:

TASK: Observes/examines the facts pertaining to a situation resulting in a protective services complaint/request for protective services, talks to all the principals, examines such physical evidence of abuse/neglect as is present, exercising discretion within legal restrictions and agency policy in order to determine how the child is being affected by the situation.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: • Worker is tactful, courteous, calm, but is firm, objective, professional in his approach to the problem. • Observation of family relationships, (evidence of neglect of one or more of the children), is thorough and reasonable. • Observation is conducted as quickly after report is received as is reasonably possible.	**FUNCTIONAL:** • How to assess family dynamics, interpersonal relationships during crisis periods. • How to make general examinations/observations. • How to note obvious medical injuries/deficiencies that warrant more extensive medical examinations. • How to interpret legal/agency documents.
NUMERICAL: • In X time, supervisor's review of worker's findings results in agreement at least X% of time. • In X time, worker exceeds legal bounds, agency policy fewer than X number of times.	**SPECIFIC:** • Legal/agency policy that relates to protective services. • Procedure for medical examinations. • Procedure that must be followed after receipt of a complaint/required for protective services.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE UNIT

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Things		Reas.	Math.	Lang.	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	ORIENTATION	INSTR.	C. E. D.			TASK NO.
4	1A	1C	80%	5%	15%	4	4	1	4	P.A.C. 22

[illegible]:

OBJECTIVE:

TASK: Writes/dictates a report identifying the principals of the investigation; nature of the complaint; nature, extent, and cause of the child's injuries, if any; identity of person(s) responsible; and such other information as personal judgement and training indicates, in order to accurately describe the situation as it was found to be at the time of investigation of a report of child abuse, neglect, abandonment, or dependency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report accurately describes worker's evaluation of the situation.
- Report is brief but thorough, clearly stated.
- Worker uses good judgement in deciding whether or not additional information will contribute to the reader's understanding of the situation.

NUMERICAL:

- In X time, fewer than X number of erroneous statements, irrelevant data in reports.
- In X time, fewer than X number of complaints about vaguenesses, lack of clarity in report.
- Report is completed in X amount of time after the investigation.

TRAINING CONTENT

FUNCTIONAL:

- How to write/dictate a report clearly.
- How to interpret own evaluation for other persons.
- How to describe physical or emotional injuries or damage.
- How to use dictating equipment.

SPECIFIC:

- Information required in the report.
- Who will read the report, how it will be used.
- Agency policy for protective service investigation.
- Legal restrictions, liability.
- Style, forms to be used for report.
- Use of agency dictating equipment.

PERFORMANCE STANDARDS

TRAINING CONTENT

Objective | Cont. | Organizational Unit

ADMINISTRATIVE TWO.

								Math.	Lang.	TASK NO.
						INSTR.	G. E. D.			
				- ORIENTATION						
3B	2	1A	55%	40%	5%	2	3	1	3	P.A.C. 23

OBJECTIVE:

TASK: Contacts/informs client of complaint, talks/listens/asks and answers questions about alleged complaint, in order to gather information to be used in assessing the validity of the complaint.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is courteous/understanding/tactful.
- Worker is articulate, statements are accurate/clear/concise.

NUMERICAL:

- Less than X% of clients complain about worker's attitude/manner.
- Worker must recontact client for further information in less than X% of cases.
- Less than X% of materials gathered for assessing complaint are proven invalid/inaccurate/incomplete.

TRAINING CONTENT

FUNCTIONAL:

- Ability to confront.
- Communication skills.
- Skill in interpersonal relationships.

SPECIFIC:

- Knowledge of the specific complaint.
- Knowledge of case history of client.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

4	2	1A	40%	55%	5%	4	4	1	4	P.A.C. 24

OBJECTIVE:

TASK: Examines/assesses an adult's situation upon receipt of complaint or referral, visiting him/her in his own home, considering whether he/she is able to act on his own behalf, is neglected, exploited, or living in unsafe or hazardous conditions, relying on previous experience and knowledge of agency standards for evaluating protective services cases, in order to determine the validity of the complaint or referral.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: • Determination is based upon an accurate evaluation of the adult's situation. • Decision is accurate, objective, and made with reasonable speed. **NUMERICAL:** • Upon review, worker's decision concurs with supervisors in X% cases over X period of time. • A complaint/referral is evaluated within X period of time.	**FUNCTIONAL:** • Ability to decide whether or not an individual's situation warrants protective services. • Knowledge of human behavior. **SPECIFIC:** • Location of the person referred. • Agency standards used in evaluating protective services cases. • Source of the complaint or referral.

PERFORMANCE STANDARDS | TRAINING CONTENT

							Read.	Math.	Lang.	
LEVEL			W. E. - ORIENTATION			INSTR.	C. E. D.			TASK NO.
4	2	1A	30%	65%	5%	3	3	1	3	P.A.C. 25

OBJECTIVE:

TASK: Explains circumstances/reasons why the complaint was justified/unjustified to the complainant, orally or in writing, using agency guidelines on confidentiality, in order to inform complainant of disposition of the complaint.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: . Worker is courteous/tactful. . Works with reasonable speed. . Worker is articulate/persuasive. . Worker's explanation is accurate/complete/ thorough.	**FUNCTIONAL:** . Ability to present agency's point of view. . Verbal communication skills.
NUMERICAL: . Less than X% of complainants report worker was not responsive/did not understand worker's explanation. . In all cases, agency guidelines on confidentiality are followed. . Task is completed within agency time limits in X out of X cases.	**SPECIFIC:** . Knowledge of agency guidelines on confidentiality. . Knowledge of disposition of complaint. . Knowledge of background/reasons for justifying/ not justifying complaint.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	‹ 1A	1A	90%	5%	5%	4	4	1	3	P.A.D. 5

GOAL:

OBJECTIVE:

TASK: Examines and evaluates requests for Homemaker Services, in relation to agency guidelines, taking in consideration the needs of the client, possible alternate resources/other agencies which would better meet the needs of the client, availability and capabilities of personnel and amount and kinds of service client needs, in order to determine whether to accept, reject or refer request for service.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker considers information objectively and uses good judgement in the determination.
- Worker considers best interests of the client.
- Worker considers the limitations and agency guidelines for Homemaker Services.

NUMERICAL:

- Supervisor agrees with decision at least X% of the time.
- No more than X complaints from clients over X period of time that they were unjustly denied services.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of Homemaker Services - services and personnel available.
- How to evaluate a request against a number of considerations.
- Knowledge of casework principles.

SPECIFIC:

- Knowledge of specific case.
- Knowledge of how to refer client to another agency.
- Knowledge of services offered by other agencies.
- Knowledge of agency guidelines for Homemaker Services.
- Knowledge of other services Department offers.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	60%	35%	5%	4	4	3	4	P.A.D. 6

GOAL:

OBJECTIVE:

TASK: Discusses with client the financial contribution to be made by the family for Homemaker Services, examining with client his financial situation, explaining the normal charges for services provided in order to determine what charges, if any, will be made for homemaker services.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is pleasant, courteous and objective.
- Worker displays tact and reassures client as to the confidentiality of information received.
- Determination is made with the consent of client.

NUMERICAL:

- Supervisor agrees with determination at least X% of the time.
- No more than X complaints in X time from client about worker's manner or attitude.

TRAINING CONTENT

FUNCTIONAL:

- How to deal with people who may be under stress.
- Knowledge of Homemaker Services.
- How to elicit information in a nonauthoritarian manner.

SPECIFIC:

- Knowledge of charges normally made for Homemaker Services and allowable deviations from these charges.
- Knowledge of agency policy relating to charge made for Homemaker Services.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	60%	5%	3	4	2	4	P.A.D. 7

GOAL:

OBJECTIVE:

TASK: Explains/discusses/clarifies reasons for denial of homemaker services to prospective client, comparing client needs to limitations of homemaker services, making referrals to other agencies or discussing alternate solutions to family problems, and generally placating any angry/upset client, so as to inform prospective client of reason for denial and assist them in receiving services/aid from other sources.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanations are clear, concise and accurate.
- Worker is articulate, calm and expressess interest in client.

NUMERICAL:

- Less than X complaints over X period of time of worker's lack of clarity, information or attitude
- X% of prospective clients over X period of time report that worker was helpful in assisting them in receiving services/aid from other local agencies.

TRAINING CONTENT

FUNCTIONAL:

- How to tactfully deny services to prospective clients.
- Knowledge of family dynamics.
- Ability to make accurate judgements quickly.

SPECIFIC:

- Knowledge of Homemaker services and related services rendered by other local agencies.
- Knowledge of problems of particular family.
- Knowledge of client referral system.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Lata	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4B	1A	35%	60%	5%	5	5	3	4	PA.E. 4

GOAL:

OBJECTIVE:

TASK: Explains/discusses the operation of the Day Care Center with groups of visiting specialists, highlighting the experimental phases of the program and helping them apply the philosophy and total functioning of the Day Care Center to their area of interest, in order to increase their understanding of current trends in Day Care.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discussion is clear, well-organized and to the point.
- Worker is open, perceptive, and expresses an interest in new ideas.

NUMERICAL:

- Over X period of time, more than X% of visiting specialists report that the visit was stimulating and increased their understanding.
- Over X period of time, no more than X% of visiting specialists report that the worker did not answer their questions satisfactorily.

TRAINING CONTENT

FUNCTIONAL:

- Theories of child development, social work and education.
- How to give a clear, well-organized description of a Day Care Program.
- How to answer questions before a group/ speak extemporaneously.

SPECIFIC:

- The specific visitors' areas of interest.
- The philosophy and functioning of the Day Care Center.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	45%	50%	5%	2	2	1	2	PA.E 12

GOAL:

OBJECTIVE:

TASK: Writes/records in the log, the time of arrival and departure of the children in the Day Care Center and who accompanies them, in accordance with the policy of the Center, in order to have a record of each child's attendance and to assure that the children leave only with authorized persons.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Records the information accurately and completely.
- Always makes sure the children are leaving with authorized persons.

NUMERICAL:

- Over X period of time, no more than X children leave/arrive without being properly logged.
- Over X period of time, no more than X children are taken from the Center by unauthorized persons.

TRAINING CONTENT

FUNCTIONAL:

- How to write/record names and times.
- How to explain to someone the reasons they cannot take a child home.

SPECIFIC:

- Which persons are authorized to leave with each child.
- S.O.P. for logging attendance.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	60%	5%	35%	2	2	3	2	PA,E 21

GOAL:

OBJECTIVE:

TASK: Cooks breakfast, lunch, and snacks on a daily basis for the Day Care Center, following menu plans and recipes and adhering to sanitary standards, in order to prepare meals for the Day Care Center's children and staff.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Meal prepared is consistent with menu plans and sanitary standards.
- Enough food is prepared for staff and children.
- Meal is prepared on time.

NUMERICAL:

- One breakfast, one lunch and two snacks are prepared every day.
- Meal always follows menu plans.
- No child misses a meal because of inadequate food preparation.

TRAINING CONTENT

FUNCTIONAL:

- How to cook.
- How to follow a schedule and a menu plan.
- How to determine amount of food to cook.

SPECIFIC:

- Menu plans for the day and which recipes to use.
- Number of people to cook for.
- Time schedule for each day's meals.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	3	3	3	3	PA.E 22

GOAL:

OBJECTIVE:

TASK: Shops for/purchases sufficient groceries to meet the Day Care Center's needs for the week, using funds from the Center's operating budget, and relying on own knowledge of menu plans for the week, groceries/commodities on hand, the Center's available grocery budget, in order to assure an adequate supply of groceries for the Center's daily meals and snacks.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Correct groceries and amounts are purchased.
- Groceries are bought well in advance.
- Worker considers menu plans, present supply and budget restraints when purchasing groceries.

NUMERICAL:

- Worker always stays within available budget.
- No more than X% food purchased is wasted (because of over-purchase) over X period of time.
- A sufficient supply of groceries is always on hand.

TRAINING CONTENT

FUNCTIONAL:

- How to determine amount of food to purchase for a certain number of people.
- How to stay within a budget when purchasing groceries.
- Knowledge of food preparation techniques.

SPECIFIC:

- Menu plans for the week.
- Groceries/commodities on-hand, available budget for the groceries.
- Number of people who will be eating at the Center.
- Where to purchase groceries.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	3	4	PA.E 23

GOAL:

OBJECTIVE:

TASK: Examines/evaluates teachers' plans for Activity Centers in relation to budget limitations, Federal/State/agency guidelines, age levels of children, the weekly themes of each center, and the variety of activities planned, taking care to note any duplication of activities, in order to recommend changes to improve plans and facilitate coordination of activities.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Recommendations for changes in plans are consistent with Federal/State/agency guidelines and evaluation results.
- Four Centers' activities are well coordinated.
- Suggestions are feasible and within budget restrictions.

NUMERICAL:

- No more than X instances arise in X period of time where more than one Activity Center has the same project planned.
- Co-workers agree with recommendations X% of the time.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate lesson plans.
- Knowledge of child development.
- How to make recommendations in a positive manner.

SPECIFIC:

- Age levels of the children.
- Activities planned for the various Centers.
- Budget constraints.
- Weekly theme for the Day Care Center.
- Knowledge of Federal/State/agency guidelines for operation of Day Care Centers.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	1	4	PA,E 24

GOAL:

OBJECTIVE:

TASK: Composes/prepares periodic reports on each child at the Day Care Center, describing progress, important observations and problems, following agency S.O.P., in order to provide a continuous case history/profile of each child.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Narrative reports accurately describe the situation and are organized so that accounts of important events are easy to locate.
- Reports are concise, grammatical and easy to read.
- Reports are kept current.

NUMERICAL:

- X reports completed in X amount of time.
- In X time, fewer than X complaints from supervisor about unclear, incomplete reports.

TRAINING CONTENT

FUNCTIONAL:

- How to write a narrative report concerning client's progress, problems, etc.
- How to recognize and summarize important decisions.
- How to write in a grammatical, easily read style.

SPECIFIC:

- How this task contributes to the subsystem objective.
- Agency S.O.P. for completing the reports.
- Knowledge of the specific person's progress, problems, etc.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	90%	5%	5%	6	5	3	4	PA.E. 25

GOAL:

OBJECTIVE:

TASK: Determines/decides upon the philosophy, the on-going scope of activity, the general procedures and staff complement required for a Day Care Center, determining scope, developing program and budget, in order to plan the optimal environment within the constraints of time, money, other resources for the children who stay at the Center, drawing on an extensive knowledge of social work methods, child development and education theory.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The operation of the Day Care Center is acceptable to the community and the parents of the children who stay at the Center.
- The environment is pleasant and home-like.
- The Center is designed with the welfare of the children being of primary importance.

NUMERICAL:

- Over X period of time, more than Y% of visiting experts in the field state that the program is well planned and beneficial to the children.
- Day Care Center meets all licensing standards.

TRAINING CONTENT

FUNCTIONAL:

- How to apply an extensive knowledge of social work methods, child development, and education theory to planning a Day Care Center.
- How to design rewarding and meaningful jobs.
- How to define objectives, scope of work and manpower requirements of a Day Care Center.

SPECIFIC:

- Knowledge of local constraints in relation to the goals of the Day Care Center.
- Knowledge of licensing requirements.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. T. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1B	1A	80%	5%	15%	2	2	3	2	PA.E. 26

GOAL:

OBJECTIVE:

TASK: Records in Day Care Center journals amount of money received for client's child care account and writes out receipt on standard form, in order to have a written record of the payment.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Receipt is for correct amount and is legible.
- Receipt and journal are filled out in a reasonable amount of time.
- Entries into journals are kept up to date.

NUMERICAL:

- No more than X complaints that receipt was illegible or for incorrect amount over X period of time.
- Journals are kept up to date 100% of the time.

TRAINING CONTENT

FUNCTIONAL:

- How to count cash, determine amount to record from checks.
- Elementary bookkeeping procedures.

SPECIFIC:

- Standard form for receipts.
- How to record information in Day Care Center journals.
- To whom to give receipt.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	4	4	3	4	PA.E. 27

GOAL:

OBJECTIVE:

TASK: Inspects, signs Placement Agreement filled out by a Day Care Operator, indicating charges for the service, names and ages of children and any special provisions or services the Day Care Center/Home will provide, in order to complete the Day Care Placement Agreement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Inspection is complete, comprehensive and completed with reasonable speed.

NUMERICAL:

- No more than X omissions are discovered on forms over X period of time.
- Agreements are signed and inspected within X period of time from receipt.

TRAINING CONTENT

FUNCTIONAL:

- How to inspect a form for omissions, inaccuracies.
- Purpose of Day Care Centers/Homes.
- Consequences and purpose of a contract.

SPECIFIC:

- Contents of the Day Care Placement Agreement.
- Special provisions which shoudl be included in each agreement.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4A	1A	35%	60%	5%	5	5	3	4	PA.E. 28

GOAL:

OBJECTIVE:

TASK: Advises/meets with a community action group that is interested in starting a Day Care Center, explaining the recommended procedures for establishing a board of directors, electing officers, acquiring funds, etc., providing copies of prepared written guidelines, informing them of any community resources that may prove valuable in order to enable them to establish a Day Care Center.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The group is able to get a good program going by following worker's advice.
- Recommendations are clear, complete and reflect an accurate analysis of key problem areas.
- Worker is open to new ideas, respects the viewpoints of others.

NUMERICAL:

- Over X period of time, X groups with whom the worker met proceed to establish a Day Care Center.
- Over X period of time, X% of the members of a group report that worker's advice is useful/workable/aimed at key problem areas.
- In X time, no more than X complaints about worker's attitude/manner/approach.

TRAINING CONTENT

FUNCTIONAL:

- How to organize a group for meaningful community action.
- How to determine/comply with licensing requirements.
- How to engage a group in problem solving.

SPECIFIC:

- The specific group's plans, goals, membership composition, financial assets, etc.
- Community needs for child care service.
- Federal/State/agency guidelines for licensing/operating day care centers.

PERFORMANCE STANDARDS TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	30	60	10	3	3	1	3	PA.E. 29

GOAL:

OBJECTIVE:

TASK: Cares for/befriends/disciplines a selected group of children in a Day Care Center, approximating a parent-child relationship, helping the children to learn to trust others and to master daily living activities, in accordance with the staff's plan for each child, in order to function as a parent image for the group.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's manner is warm and affectionate, demonstrating a real concern and interest in the children.
- Worker is attentive to the children in his group, seeing that their needs are met.

NUMERICAL:

- Supervisor notes that worker's actions are always consistent with the staff's plans.
- Supervisor notes no instances of excessive/unfair/inconsistent discipline.

TRAINING CONTENT

FUNCTIONAL:

- How to be a good "Mother/Father"; show affection, discipline, ensure that child's daily living needs are met.
- Knowledge of early childhood behavior.

SPECIFIC:

- Agency S.O.P. for being a parent image.
- Specific children assigned to the group.
- Knowledge of the staff's plan for each child.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40%	55%	5%	5	5	1	4	PA.E. 30

GOAL:

OBJECTIVE:

TASK: Meets with, answers questions of, and discusses issues and problems with the parents of the Day Care Center's children, structuring discussions around how to care for children and how to best cooperate with the center, serving as a resource person and a representative of the Day Care Center, in order to sharpen their understanding of their responsibilities as parents and foster their cooperation with the Day Care Center.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is open, perceptive, and respects and acknowledges other viewpoints.
- Worker's statements are based on sound judgment and a logical interpretation of the facts.
- Worker's statements are clear and easy to understand.

NUMERICAL:

- Over X period of time, worker gives parents inaccurate information about the center no more than X times.
- Over X period of time, no more than X complaints from parents about worker's manner/approach/attitude.
- Worker is always on time for appointments.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of child's growth and development.
- Knowledge of approved child rearing techniques.
- Knowledge of techniques of cooperation/ persuasion.

SPECIFIC:

- Specific parents and children involved.
- The current functioning of the Day Care Center.
- Meeting time and place - if specified.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45%	50%	5%	5	5	3	4	PA.E. 31

GOAL:

OBJECTIVE:

TASK: Advises/answers the questions of/gives information to Day Care Center/Preschool operators about aspects of child care service (e.g. lesson plans, menus, bookkeeping, staffing, etc.) during regularly scheduled or special meetings, recommending special methods, procedures, etc., gathering, copying and distributing any potentially valuable resource material in order to increase their awareness of ~~current~~ trends in child care and workable solutions to management problems.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's recommendations are useful, significant and aimed at key problem areas.
- Worker is tactful and shows respect for other viewpoints.
- Explanations are clear, concise and geared to the person's level of understanding.

NUMERICAL:

- Over X period of time, at least X% of Day Care Center/Preschool operators report that worker's suggestions are useful/appropriate/ beneficial.
- Over X period of time no more than X complaints about worker's manner, inaccessibility, or lack of clarity.

TRAINING CONTENT

FUNCTIONAL:

- How to structure the time of children in a Day Care/Preschool setting.
- How to advise a Day Care Center/Preschool operator in a clear, logical manner.
- How to recognize problems and draw valid conclusions.
- How to gather resource material.

SPECIFIC:

- Specific materials available.
- Individual operator's current program, aims, and problems.
- Knowledge of State/Federal agency guidelines for operation of Day Care Centers.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40	55	5	5	5	1	4	PA.F. 2

GOAL:

OBJECTIVE:

TASK: Discusses with/explains to/interprets patient's treatment program to his family, following institution/agency S. O. P., using own knowledge, treatment available for mental/physical health problems, in order to help them accept the need for treatment and participate in the planning for patient to leave the hospital.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Patient's family can understand the treatment program and how they can best help after worker explains to them.
- Explanations and interpretations are clear and concise.
- Worker is sympathetic and understanding toward patient and his family.

NUMERICAL:

- Over X period of time, no more than X patients' families complain about worker's attitude toward patient or his family.
- Over X period of time, no more than X patients' families complain about unclear, or inaccurate explanation of treatment program for patients.

TRAINING CONTENT

FUNCTIONAL:

- How to explain and/or interpret treatment plans to lay audience.
- How a family can help in a treatment program for a patient.
- Knowledge of physical/mental health field.

SPECIFIC:

- The entire treatment program for specific patient.
- How the family can best help in the planning.
- Agency/institution S. O. P. for involving families in treatment plans for patients.
- Knowledge of specific mental/physical problems of patient.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	45%	50%	5%	4	4	1	4	PA.G. 1

GOAL:

OBJECTIVE:

TASK: Encourages/persuades foster parents to participate in meetings/activities of Foster Parent Associations, assisting them individually or as a group with programs/training/organization as requested, in order to promote the involvement of foster parents with others who share similar problems as foster parents.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker exercises discretion in attempting to interest foster parents in joining Foster Parent Associations.
- Technical assistance at meetings is provided at the request of the membership or officers.
- Worker is persuasive when talking to foster parents, but not threatening or overbearing.

NUMERICAL:

- In X time, fewer than X number of complaints from foster parents that worker is monopolizing their meetings.
- In X time, at least X% of foster parents join a Foster Parent Association.

TRAINING CONTENT

FUNCTIONAL:

- How to persuasively explain the purposes of an organization - advantages to foster parent.
- How to conduct a meeting in an orderly fashion.
- How to find speakers for meetings.
- Knowledge of principles and practices of foster care.

SPECIFIC:

- Purposes, goals of local Foster Parent Association.
- Training that seems to be a universal need of the group.
- Speakers potentially available to group.
- Books, guides that will help group with the procedural facets of their meeting.
- Agency consent of worker's role in relation to Foster Parent groups.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	55%	10%	5	4	3	4	PA.G. 4

GOAL:

OBJECTIVE:

TASK: Provides support/liaison to Foster Parents Association, (serves on Executive Board as consultant, advises of regulations/philosophy of foster care, assists with program materials, shares current professional information, provides updated list of foster parents, etc.), as may be appropriate/ needed following agency policy and procedures, in order to exchange information/assist/increase knowledge of members of organization concerning foster home program.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is helpful to organization.
- Information worker shares with organization is accurate, complete and pertinent.

NUMERICAL:

- Attends at least X organization meetings each year.
- Attends conference with officers at least X times within X period of time.
- Over X period of time, only X complaints received from members of organization that program materials/information received were inadequate.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to select pertinent information.
- Organizational techniques.
- Knowledge of interpersonal relationships.
- Knowledge of principles and practices of foster care.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge about foster home program.
- Awareness of community standards and attitudes.
- Awareness of cultural and ethnic group patterns as related to the community.
- Understanding of ethical considerations in relation to utilization of information.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	30%	65%	5%	5	4	1	4	PA.G. 7

GOAL:

OBJECTIVE:

TASK: Explains to/discusses with family the decision to discontinue foster placements in their home, encouraging them to express feelings/opinions and ask questions in order to prepare family for termination of foster home placements in their home and develop a mutual understanding of the situation.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Foster family is prepared for and understands closure of foster home in all (100%) instances.
- No more than X valid complaints received within X period of time about worker.

TRAINING CONTENT

FUNCTIONAL:

- Interviewing skills and techniques.
- Verbal and non-verbal communication skills.
- Knowledge of human behavior.
- Knowledge of motivational theory and techniques.
- Principles of counseling and guidance.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Awareness of community standards and attitudes.
- Awareness of cultural and ethnic group patterns as related to community.
- Understanding of ethical considerations in relation to utilization of information.
- How to deal with hostilities.
- How to sustain self-confidence in foster family.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	55%	40%	5%	5	4	1	4	PA.G. 11

GOAL:

OBJECTIVE:

TASK: Talks with/asks questions/listens to responses of foster parents at time of recertification visit, encouraging foster parents to express feelings and ask questions, observing/determining if changes have occurred during past year, success or failure of placements and whether attitudes have changed, using discretion as to the depth of the recertification study, in order to obtain information needed for processing recertification.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Questions are asked in clear and concise manner.
- Information obtained is accurate, complete and pertinent.
- All pertinent information is obtained.
- Completed within reasonable length of time.

NUMERICAL:

- All needed information is obtained in at least 95% of instances.
- No more than X valid complaints received within X month period about worker.
- Recertification process is to be completed at least 7 days prior to expiration in at least 9 out of 10 cases.

TRAINING CONTENT

FUNCTIONAL:

- Interviewing skills and techniques.
- Verbal and non-verbal communication skills.
- How to select pertinent information.
- How to ask questions in clear and concise manner.
- Skill in interpersonal relationships.
- Knowledge of principles and practices of foster care.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of certification requirements.
- Awareness of community standards and attitudes.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	80%	5%	15%	3	3	1	3	PA.G. 12

GOAL:

OBJECTIVE:

TASK: Prepares/coordinates materials for periodic mailing to foster parents, as necessary/appropriate, in order to apprise foster parents of new information/policies of interest to them.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, complete and pertinent.
- Distribution is completed within reasonable length of time.

NUMERICAL:

- Foster parents apprised of new information/policy within X working days.
- Mailing made to foster parents at least twice a year.

TRAINING CONTENT

FUNCTIONAL:

- Written communication skills (including grammar and punctuation).
- How to select pertinent information.
- How to organize information.
- How to prepare materials for mailing.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of agency and community resources.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	60%	5%	4	4	1	4	PA.G. 13

GOAL:

OBJECTIVE:

TASK: Lectures/discusses/answers questions at individual/group sessions with applicants for foster home licenses, explaining the purpose of Foster Care; the role of the foster parent/the social worker/ natural parents, etc.; departmental expectations; and supplementary services, expanding and supplementing as the group interest dictates in order to increase the understanding of potential foster parents of their roles and responsibilities if a license is granted.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Lecture is interesting, to-the-point, accurate, and at the appropriate verbal level of the group.
- Discussions are frank, forthright and deal with the subject at hand.
- Questions are answered clearly, based upon manual or agency approved handbooks.
- Worker is alert to evidence of confusion, misunderstanding.

NUMERICAL:

- In X time, fewer than X number of complaints from potential foster parents that they had trouble understanding worker.
- In X time, supervisor notes fewer than X number of instances when worker gives information contrary to departmental policy.

TRAINING CONTENT

FUNCTIONAL:

- How to speak clearly, definitively.
- How to function in one-to-one, and small group settings.
- How to impart information logically and to scale language to the level of the group.
- How to assess whether or not the group has been confused or misled by the presentation.
- Knowledge of principles and practices of foster care.

SPECIFIC:

- Agency policy/rules of Foster Care.
- Departmental philosophy.
- Background, expectations of the group.
- Knowledge of applicable section(s) of the manual, approved handbooks.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	40%	55%	5%	3	3	1	3	PA.G. 14

GOAL:

OBJECTIVE:

TASK: Provides new/prospective foster parents with names/addresses of several persons who are foster parents, encouraging them to contact one or more of these foster parents, in order to increase new/prospective foster parents' understanding of the foster home program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- New/prospective foster parents contact existing foster parents in at least X out of X instances.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to select persons to be contacted.
- How to motivate people.

SPECIFIC:

- Knowledge of agency policy and guidelines
- Knowledge of foster home program.
- Where and how to obtain list of names and addresses of contact persons.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	55%	40%	5%	4	4	3	4	PA.G. 15

GOAL.:

OBJECTIVE:

TASK: Contacts applicant/family/other public agencies, as necessary, using personal knowledge of information required to complete application/facilitate background study and decision making process, following agency policy and guidelines, in order to initiate/follow up necessary paperwork and expedite completion of background study/decision on application for foster home license.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information obtained is accurate, complete and pertinent.
- All needed information is obtained.
- Study completed within reasonable length of time.

NUMERICAL:

- All needed contacts made and information obtained in at least 95% of instances.
- No more than X valid complaints received within X period of time about worker.
- Study is completed and decision made within X days of receipt of application.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to select pertinent information.
- How to organize information.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of other agencies in community.
- Knowledge of foster home program.
- Knowledge of information required to complete application/facilitate background study.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	4	4	1	4	PA.G. 16

GOAL:

OBJECTIVE:

TASK: Evaluates the results of home studies, follow-up visits, counseling sessions with applicants for foster home licenses, including character and life style evaluation based on visits with collateral sources and/or references, relying on own knowledge of State licensing requiremtns for foster homes, and agency guidelines, in order to recommend final action on application by the licensing authority.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Recommendations are clearly stated.
- Evaluations are thorough, objective, sensitive.
- Basis for character/life style evaluation clearly stated.

NUMERICAL:

- In X time, at least X% of recommendations are upheld by supervisor in independent review.
- In X time, fewer than X number of applications are returned by licensing authority because of lack of clarity, recommendations inconsistent with State requirements, etc.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate prospective foster homes for specified criteria.
- How to evaluate the results of home visits, counseling or other services.
- How to establish character or life style traits.
- How to make formal evaluations/recommendations.
- Knowledge of principles of Foster Care.

SPECIFIC:

- Awareness of the Social Service Model.
- Knowledge of format, content of evaluation.
- How, on what basis, the decision is made.
- Knowledge of agency S.O.P. for recommendations in foster care license applications.

PERFORMANCE STANDARDS TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	C. E. D.			
3B	1A	1A	80%	5%	15%	4	4	1	4	PA.G. 17

GOAL:

OBJECTIVE:

TASK: Dictates findings of recertification visit to foster home, noting changes from initial/previous visits/reports, as well as conclusions reached/recommendations concerning recertification, following agency S.O.P. and using personal knowledge of the requirements for certification/recertification of foster homes, in order to record/submit results of recertification visit to state office for review and necessary action.

Objective | Goal | Organizational Unit

AIMED SELECTIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.
- All pertinent information is included in report.
- Completed within reasonable length of time.

NUMERICAL:

- Findings of recertification are recorded in at least X% of instances.
- No more than X valid complaints received within X period of time about findings.
- Findings recorded within X working days after date recertification is recommended.

TRAINING CONTENT

FUNCTIONAL:

- Written communication skills (including basic grammar and punctuation).
- How to select pertinent information.
- How to organize information.
- How to use dictating equipment.
- Knowledge of principles and practices of foster care.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of foster home certification and recertification requirements.
- Knowledge of format/content of reports/records.
- Awareness of community standards and attitudes.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80%	5%	15%	3 4	3	1	3 4	PA.G. 18

GOAL:

OBJECTIVE:

TASK: Enters name/address/information pertinent to the task of matching foster child with foster home in registration file, basing entries on training and experience in identifying useful categories as well as known preferences of specific foster parents, drawing information from application form and previous home visits/contacts, in order to record information about foster children/foster parents for future reference when selecting appropriate foster homes for clients.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Entries are neat, legible.
- Information recorded accurately; reflects worker understanding of the foster home.
- Preferences of the foster parents are clearly stated.

NUMERICAL:

- In X time, fewer than X number of complaints from co-workers using the registration card, that entries were vague/inappropriate.
- In X time, fewer than X number of errors made in recording name/address/other pertinent information.

TRAINING CONTENT

FUNCTIONAL:

- How to transcribe data in specific format.
- How to identify information which will be useful later in matching child and foster home.
- How to express self clearly in writing.

SPECIFIC:

- Foster parent's name/address/background.
- Agency required entries about foster parent.
- Where registration file is located and its use.
- Where information to be entered is found.

Objective | Goal | Organizational Unit

ADMINISTRATIVE IND.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	35%	60%	5%	5	4	1	4	PA.G. 19

GOAL:

OBJECTIVE:

TASK: Explains to/answers questions of Foster Parent applicants about foster home program, providing an overview of program and agency policy, encouraging them to express themselves freely and ask questions, in order to inform applicants for foster home certification about program and assure their understanding of foster parents' role and responsibility in agency program.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Accurate and complete explanation made in at least 95% of instances.
- No more than X valid complaints received within X month period about worker.

TRAINING CONTENT

FUNCTIONAL:

- Verbal communication skills.
- How to select pertinent information.
- Knowledge of principles and practices of foster care.
- How to organize information and presentation.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of foster home program.
- Awareness of community standards and attitudes.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things
W. F. - LEVEL			W. F. - ORIENTATION		
4	3A	1A	30%	65%	5%

	Reas.	Math.	Lang.	
INSTR.	G. E. D.			TASK NO.
5	4	1	4	PA.G. 20

GOAL:

OBJECTIVE:

TASK: Talks with/asks questions/listens to responses of child(ren) during follow-up visit after placement in foster home, exploring feelings/reactions/anxieties, encouraging questions/comments, making suggestions in accordance with agency policy and guidelines as appropriate, in order to assist child(ren) in transition/adjustment to foster home.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's manner is sensitive and understanding.
- Worker's statements are clear and concise.
- Questions are asked in clear and concise manner.
- Listens attentively to responses.

NUMERICAL:

- Worker offers assistance to child in making transition/adjustment to foster home in all (100%) cases.
- No more than X valid complaints received within X period of time about worker's manner/attitude.

TRAINING CONTENT

FUNCTIONAL:

- Interviewing skills and techniques.
- Verbal and non-verbal communication skills.
- How to ask questions in clear and concise manner.
- Knowledge of child psycho-social and psycho-motor development.
- Knowledge of emotional disturbances in children.
- Knowledge of motivational theory and techniques.
- Principles of counseling and guidance.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Understanding of ethical considerations in relation to utilization of information.
- How to bring out and deal with feelings, reactions and anxieties.
- Knowledge of background/problems of specific child.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5	2	1A	55%	40%	5%	4	4	1	4	PA.G. 21

GOAL:

OBJECTIVE:

TASK: Coordinates placement of child(ren) in foster/shelter/group home, advising about child who is arriving (age, condition, etc.), making arrangements for needs of child(ren) during placement (transportation, medical care and data, clothing needs, etc.), following agency policy and guidelines, in order to facilitate placement of child(ren) in care facility.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.
- Arrangements are suitable and well-organized.
- Arrangements completed within reasonable period of time.

NUMERICAL:

- Satisfactory arrangements for placement are made in all (100%) cases.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to select pertinent information.
- How to made arrangements to meet the needs of children during placement.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of agency and community resources.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	1	4	PA.G. 22

GOAL:

OBJECTIVE:

TASK: Examines/evaluates the results of a pre-placement visit, considering initial reactions, child's reactions to the visit and the foster family's comments and reactions in order to decide if the child should be placed in the particular foster home.

Objective | Coal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker carefully examines all pertinent feedback received from the pre-placement visit.
- Worker does not consider placement if any personality conflicts are detected.
- Worker determines the best placement for the child.

NUMERICAL:

- Less than X% of placements, in X time, are unsuccessful because worker failed to recognize areas of possible conflict from feedback, as determined by supervisor.
- Supervisor agrees with X% of the placements in X time.

TRAINING CONTENT

FUNCTIONAL:

- How to detect areas of conflict from feedback received from pre-placement visit.
- How to interpret feedback from pre-placement visit.

SPECIFIC:

- Knowledge of each case.
- Personalities of child - foster home situation.
- Goals of placement.
- How task contributes to the agency objectives.
- Agency policy/responsibilities for Foster Care.
- Knowledge of Social Service model.

PERFORMANCE STANDARDS | TRAINING CONTENT

Organizational Unit | Coal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80%	15%	5%	5	4	1	4	PA.G. 23

GOAL:

OBJECTIVE:

TASK: Evaluates the growth potential of child (mentally/physically/emotionally/academically) in relation to needs of the child and the ability of various living environments to stimulate or encourage such growth, and agency policy/responsibilities for foster care, specifying living arrangements, parental involvement, goals, etc. in order to develop a casework plan to meet determined needs of the child.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Structure for child's life is realistic, objective, practical.
- Natural home is given strong consideration as the best environment, but other environments also considered.
- Tests, professional advice, behavior records, etc. are all used as available or practical, in addition to worker's judgment based on training and experience.

NUMERICAL:

- In X time, fewer than X number of cases where structure planned for child does not prove practical.
- Review of case by supervisor results in rejection of structure as arbitrary or impractical less than X% of time.

TRAINING CONTENT

FUNCTIONAL:

- How home environments help develop the potential of the child.
- How a child functions in a variety of living situations.
- How to develop a structure or plan to meet determined needs of child.
- How to integrate the results of tests/consultations/etc. into a casework plan.

SPECIFIC:

- Agency policy and responsibilities in Foster Care.
- Resources available.
- Background of child/family.
- Options available.
- Knowledge of the Social Service model.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things
W. F. - LEVEL			W. F. - ORIENTATION		
4	2	1A	80%	15%	5%

	Reas.	Math.	Lang.
INSTR.	G. E. D.		
5	4	1	4

TASK No. PA.G. 24

GOAL:

OBJECTIVE:

TASK:

Assesses emotional stability and maturity of child in the context of child's overall life situation, based on case records, personal observation of child, training and experience, obtaining professional opinion when necessary or possible in order to decide whether or not additional psychological testing/treatment is needed.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is careful to limit his assessment to capabilities justified by training and experience.
- Worker carefully relates child's behavior patterns to his life situation.
- Professional assistance is obtained whenever doubt is significant and assistance is available.

NUMERICAL:

- In X time, at least X% of the children referred for psychological training/treatment are considered by the professional psychologist to be in need of testing/treatment.
- In X time, review of worker's caseload reveals fewer than X number of children that supervisor feels need psychological testing/treatment.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate emotional growth in terms of total life situation.
- Knowledge of psychological testing practices/terminology of the social work process.
- Knowledge of human growth and development.

SPECIFIC:

- Knowledge of the Social Service Model.
- Agency policy/resources for psychological testing/treatment.
- Professional assistance available for consultation.
- Usefulness of test results to casework.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	65%	30%	5%	4	4	1	4	PA.G. 25

GOAL:

OBJECTIVE:

TASK:

Observes/evaluates the inter-personal relationships/compatibility/conflict/etc. between child and foster parent during the first minutes of pre-placement and again during the final minutes of the placement visit, applying knowledge of agency policy on Foster Care placement, in order to record this data as a factor in the placement decision.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Placement decisions are based on objective observation, which demonstrates insight.
- Conflicts are explored--not simply accepted at face value.
- Worker allows child and foster family opportunity to interact without the worker's presence--overnight or over a weekend, if possible.

NUMERICAL:

- In X time, fewer than X number of placements finally made fail because of interpersonal conflicts.
- In X time, fewer than X placements are made without at least one overnight or weekend pre-placement visit.

TRAINING CONTENT

FUNCTIONAL:

- How to observe the interworkings of personal relationships.
- How to discover/sense personal conflicts.
- Knowledge of non-verbal communication.

SPECIFIC:

- Background of child/foster parents.
- Available options.
- Purpose of pre-placement.
- Agency policy on Foster Care placement.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	70%	25%	5%	5	4	1	4	PA.G. 26

GOAL:

OBJECTIVE:

TASK: Examines/evaluates the emotional climate/atmosphere in the natural home of a former foster child, interacting with and assessing relationships between family members, physical conditions existing in home and reviewing progress of parents toward established goals, in order to determine whether to terminate service/recommend further foster care for child/provide continuing or additional service to child in natural home.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Evaluation of the natural home environment/ personal relationships is professional, objective.
- Recommendations for disposition of case are well thought out.
- Decisions are not arbitrary, but based on demonstrable considerations.

NUMERICAL:

- In X time, fewer than X decisions to remove child from natural home are not supported by supervisor/courts.
- In X time, fewer than X number of complaints from natural parents that worker made his decision rashly, unfairly, arbitrarily.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate home environments (parental, sibling relationships).
- How to evaluate progress of individuals, families toward established goals.
- How to make decisions based on client needs/ agency objectives.

SPECIFIC:

- Awareness of social service model.
- Specific attitude/background of child and parents.
- Availability of alternative social services.
- Agency/court policies on foster care.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	1	4	PA.G. 27

GOAL:

OBJECTIVE:

TASK: Examines/evaluates foster adult client's needs in relation to foster homes available for placement using a knowledge of the client's special interests and the foster family's activities, habits and expectations in order to select a foster home suitable for preplacement visit.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Selection is based on an objective evaluation of both the client's and family's interests and needs.
- Selection is made in a reasonable amount of time.

NUMERICAL:

- X% homes selected for preplacement over X period of time are suitable for permanent placement.
- No instances arise where client is placed in a home against his will.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of social casework principles.
- How to make an objective decision and evaluate facts.
- Knowledge of principle of adult foster care.

SPECIFIC:

- Client's needs, interests, hobbies, etc.
- Foster family's activities, habits, expectations, etc.
- Purpose of the preplacement visit.
- Purpose, goals, objectives of the Adult Foster Care program.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

G. F. - LEVEL	G. F. - ORIENTATION			LEVEL	G. E.			
4	2	1A	15%	80%	5%	5	4	1	3	PA.G. 28

GOAL:

OBJECTIVE:

TASK: Talks to/suggests/discusses with foster parents and natural parents suitable visitation schedules, abiding by agency S.O.P. and recognizing the interpersonal dynamics operating at that time, in order to arrange for a mutually convenient schedule for the natural parents to visit the foster home.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker cooperates with persons involved.
- A mutually convenient arrangement for both sets of parents is reached.
- Worker stresses the importance of compliance with the visitation schedule by both natural and foster parents.

NUMERICAL:

- In X time, X% of prearranged visits are made.
- Fewer than X complaints in X time about worker failing to consider both sides.

TRAINING CONTENT

FUNCTIONAL:

- How to communicate effectively.
- How to make appointments.

SPECIFIC:

- Knowledge of both parties involved.
- Knowledge of agency S.O.P. for natural parents' visit to foster homes.
- How the task contributes to the overall agency objective (how it relates to the social service model).

Objective | Cost | Organizational Unit

PERFORMANCE STANDARDS

TRAINING CONTENT

ACCOUNTABILITY UNIT

4	4A	1A	40%	55%	5%	5	4	1	3	PA.G. 29

GOAL:

OBJECTIVE:

TASK: Talks to, discusses with, answers questions of foster child, foster parents, and natural parents about the child's return to natural home, working out the details of when and under what conditions, attempting to eliminate doubts or reservations, in order to prepare each of these persons for the child's return to the natural home.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is sensitive to indications of doubt, reservations, uncertainty.
- Each person is consulted individually - worker's conversation is to the point, clear, concise.
- Thrust of discussion is toward improving potential for the child's successful return to the natural home.

NUMERICAL:

- In X time, fewer than X number of complaints that worker was abrupt, confusing.
- In X time, fewer than X number of children are returned to the natural home without conferences with each party.

TRAINING CONTENT

FUNCTIONAL:

- How to discuss an emotionally laden situation to produce maximum clarification.
- How to respond appropriately to questions.
- How to plan effectively with several people who have different expectations.
- How to recognize doubts, reservations.

SPECIFIC:

- Background of child, natural parent, foster parent.
- Agency policy on foster care.
- Options available.
- Knowledge of the Social Services model.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE UNIT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	35%	60%	5%	3	4	1	4	PA.G. 30

GOAL:

OBJECTIVE:

TASK: Talks with/listens to responses of foster parents concerning child's return to natural home, discussing Foster Care policies, the natural home/situation of the child, and the foster parents emotional attachment/relationship with child, in order to prepare the foster parents for the child's departure.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is firm, but considerate and empathetic toward foster parents.
- Worker's discussion of Foster Care policies are accurate and relate specifically to individual cases.
- Worker is perceptive and sensitive to foster parents' relationship with child.

NUMERICAL:

- In X time, fewer than X% of foster parents react negatively to child's departure.
- In X time, fewer than X number of complaints from foster parents that worker's attitude/ manner was not open/candid/supportive.

TRAINING CONTENT

FUNCTIONAL:

- How to define roles, explain objectives and procedures clearly, logically in a supportive manner.
- How to be sensitive to doubts, uncertainties in people.
- Non-verbal communication skills.
- How to establish a working relationship.

SPECIFIC:

- Agency policy on discussing natural home with foster parents.
- Objectives, policies of Foster Care.
- Relationship of foster parents with foster child.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

[illegible]	[illegible]	Times	[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	[illegible]	
W. P. - [illegible]			W. P. - ORIENTATION			INSTR.	[illegible]			[illegible]
4	4A	1A	40%	55%	5%	5	4	1	4	PA.G. 31

GOAL:

OBJECTIVE:

TASK: Explains/clarifies the conditions of the placement agreements to the foster parent, clarifying the role of the natural parent, specifying any previous placements of child and their results, and noting any special circumstances or responsibilities in order to inform the foster parent about the role he will be expected to accomplish in the placement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanations are clear, concise, accurate.
- Answers questions with insight, being sensitive to doubts or prejudices on the part of the foster parent.
- Worker is honest with the foster parent, does not try to get foster parent to accept a placement without understanding the conditions.

NUMERICAL:

- In X time, fewer than X number of complaints that worker was unclear, confusing.
- In X time, fewer than X number of placements break down because foster parent does not understand his role in the placement.

TRAINING CONTENT

FUNCTIONAL:

- How to make brief, concise accurate explanations.
- How to clearly state the roles of various people, pre-existing conditions, expectations.
- How to sense unsureness, doubts that are not verbally expressed.
- How to respond to questions in a manner easily understood by the person asking the question.

SPECIFIC:

- Agency conception of role of foster parent.
- Background of child/foster parent.
- Options available.
- Knowledge of the Social Service Model.
- Format of placement agreements.
- Conceived role of natural parents.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			
4	4A	1A	20%	75%	5%	4	4	1	4	PA.G. 32

GOAL:

OBJECTIVE:

TASK: Informs/discusses/consults with natural parents about the placement plan for their child (i.e., visitation rights, objectives, proposed time in placement), considering the goals for the child, the responsibility of agency/parents, and parents' feelings; applying knowledge and experience with placement process, in order to confirm parental agreement concerning the placement plan.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker clearly describes requirements for visitation, etc., in an easily understood manner.
- An appropriate placement plan is agreed upon.

NUMERICAL:

- Over X period of time, fewer than X plans are unsuccessful because of worker's failure to be thorough and arrive at an acceptable agreement, as judged by supervisor.
- Over X period of time, fewer than X complaints from natural parents about worker's manner.

TRAINING CONTENT

FUNCTIONAL:

- Extensive knowledge of foster care, its goals/objectives/principles/practices.
- How to communicate with/discuss/reach agreement with parents concerning the best plan.

SPECIFIC:

- The specific goals and objectives of each placement.
- Knowledge of the personalities involved.
- Relationship of the task to agency goals and objectives (i.e., and the Social Service Model.)

PERFORMANCE STANDARDS | TRAINING CONTENT

4	4A	1A	40%	55%	5%	5	4	1	4	PA.G. 33

GOAL:

OBJECTIVE:

TASK: Explains/clarifies to individual foster parents, the approach or technique needed with specific child, answering questions and providing such training as is necessary and possible, consistent with agency policy, own understanding of the situation, availability of agency resources, and own professional qualifications, in order to increase the ability of the foster parent to cope with specific problems.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanations are clear, to-the-point, professional.
- Worker is careful not to leave the foster parent confused, doubtful.
- When worker is unsure, he consults with supervisor.
- Worker is patient, not overbearing.

NUMERICAL:

- In X time, fewer than X number of complaints from foster parents that worker left them confused, uncertain.
- In X time, review by supervisor reveals fewer than X number of cases where instructions left by worker are questioned by supervisor.

TRAINING CONTENT

FUNCTIONAL:

- How to give clear, accurate instructions.
- How to use various techniques of child care.
- How to respond to questions, recognize uncertainty in others.
- How to formulate and express operational techniques to cope with specific problems.
- Knowledge of child care/social work principles.

SPECIFIC:

- Awareness of the social service model.
- Background of the foster parents/child.
- Agency resources/policy concerning foster care.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

J. F. - LEVEL			J. F. - ORIENTATION			T.S.	D. P.			
4	2	1A	30%	65%	5%	5	5	1	4	PA.G. 34

GOAL:

OBJECTIVE:

TASK: Discusses/assesses information about the child(ren) (personal history, behavior characteristics, foreseen problems, urgency of situation, etc.) with foster care worker, following agency policy and guidelines, in order to decide (in emergency situation) foster care which would best meet needs of the child(ren) and/or inform foster care worker of the need for foster care.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.
- All pertinent information is considered.

NUMERICAL:

- Correct decision is made in at least X% of cases.
- No valid complaints received about decision and/or worker's manner/attitudes.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to select pertinent information.
- Knowledge of human growth and behavior.
- Knowledge of decision making process.
- Diagnostic assessment abilities.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of agency and community resources.
- Awareness of community standards and attitudes.
- Awareness of cultural and ethnic group patterns as related to the community.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	25	70	5	4	4	1	4	PA.G. 35

GOAL:

OBJECTIVE:

TASK: Explains/clarifies placement agreements to foster parents, interpreting the worker's/department's plans for the child, the length of child's stay and child's previous experience with foster parents, based on knowledge of worker's/department's plans for the child and agency S.O.P. for foster care, in order to inform foster parents of child's situation.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's explanation is clear and easily understood.
- Worker's information is correct.
- Foster parents are left with a clear understanding of placement agreements.

NUMERICAL:

- At least X number of foster parents report that they understood explanation over X period of time.
- No more than X number of foster parents complain about worker's manner.

TRAINING CONTENT

FUNCTIONAL:

- How to apply knowledge and understanding of parent-child relationships
- How to convey information to a specific audience

SPECIFIC:

- Knowledge of purpose, goals and objectives of Foster Care program
- Knowledge of placement agreements for specific case
- Knowledge of worker's/department's plans for child
- Knowledge of agency S.O.P. for foster care

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3b	1A	1A	90%	5%	5%	3	3	1	4	PA.G. 36

GOAL:

OBJECTIVE:

TASK: Writes/composes a letter to applicants for Foster Care licenses informing them of approval/disapproval as determined by State Office, explaining all remaining steps necessary for licensing or appeal procedure, as appropriate, in order to notify applicant of the decision of the licensing authority.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Letter accurately reflects decision of licensing authority.
- Appeal procedure clearly stated.
- Other steps necessary before license can be granted or reconsidered are explained.

NUMERICAL:

- In X time, fewer than X number of letters are sent with incorrect notification to applicants.
- In X time, fewer than X number of applicants whose application was denied were not informed about appeal procedure.

TRAINING CONTENT

FUNCTIONAL:

- How to compose a business letter.
- How to copy information from one source to another.
- How to clearly, accurately specify, in written form, actions necessary to obtain license.

SPECIFIC:

- Appeal procedure.
- Agency policy for foster homes.
- Agency policy on notification.
- Background of the applicant.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

4	1A	1A	40%	55%	5%	4	4	1	3	PA.G. 37

OBJECTIVE:

TASK: Locates/identifies/chooses emergency or temporary placement facility (relative's home, community shelter, hospital, etc.) for child removed from home but not yet processed for placement in optional living arrangement, exercising judgement in selection of facility appropriate to child's needs, in order to arrange for short term care for the child.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Selection of placement facility is based on assessment of child's immediate needs (medical, emotional, etc.).
- Selection/placement is made quickly.
- Worker is constantly aware of the availability of short term care facilities.

NUMERICAL:

- In X time, fewer than X number of instances when a particular type of emergency shelter is not available.
- In X time, fewer than X number of instances of relative's homes available but not used (without overriding reasons: medical, time, distance, etc.) for placement.

TRAINING CONTENT

FUNCTIONAL:

- How to relate a child's needs to the resources of each facility.
- How to assess needs of child.
- How to approach institutions with proposals for the use of their facilities.

SPECIFIC:

- Community based shelters, hospitals, etc.
- Foster care homes that will accept short term/ emergency placements.
- Needs of child.

PERFORMANCE STANDARDS TRAINING CONTENT

4	1A	1A	85%	5%	10%	3	4	3	4	PA.G. 38

TASK: Assesses pertinent background data, as supplied by parents of potential foster child in relation to program criteria, as stated in the manual or departmental letters, and the medical/emotional needs of the child in order to determine how the funding will be charged for foster care services.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: • Worker uses good judgement in selecting program that best meets needs of child and department. • Worker is careful to ascertain that child qualifies for/does not qualify for specific foster child program. **NUMERICAL:** • In X time, fewer than X number of cases when worker's determination of funding must be revised because of something the worker overlooked. • In X time, fewer than X number of instances where specific, identified needs of the child are not provided for, although resources exist.	**FUNCTIONAL:** • How to read the specifications for program eligibility in relation to client's needs. • How foster care services relate to agency objectives. • How to interpret state, federal manuals, circular letters. **SPECIFIC:** • Agency policy on funding for foster children. • Specific funding programs available. • Sources of information available (i.e., manual, letters, pamphlets). • What services can be provided through foster care, supplemental vended services. • Federal/State/agency criteria and guidelines for Foster Care program.
PERFORMANCE STANDARDS	TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	70%	20%	10%	3	3	3	3	PA.G. 39

GOAL:

OBJECTIVE:

TASK: Writes appropriate information onto Placement Agreement form (client's name, visitation rights, liability for expenses, program expectations for the child), obtains necessary signatures (County Director, Board of Supervisors Member, Institutional Administrator, natural parents and/or foster parent), following agency guidelines, in order to complete the Placement Agreement specifying the roles/obligations of each participant.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: . Worker's entries are neat, legible. . Agreement is completed within a reasonable period of time. **NUMERICAL:** . All relevant information is included. . No more than X instances arise in X period of time where incorrect signatures were entered on the agreement. . No more than X complaints over X period of time concerning legibility/validity of entries on the agreement.	**FUNCTIONAL:** . How to determine information which is relevant to specific cases. . How to enter relevant information onto a form. . How to gather information from many different sources. **SPECIFIC:** . Where to obtain needed information for Placement Agreement. . Signatures necessary for each specific agreement. . Knowledge of foster care program, federal/state/agency policy and guidelines. . Knowledge of the terms of specific agreement.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	65%	30%	5%	5	5	3	4	PA.G. 40

GOAL:

OBJECTIVE:

TASK: Assesses/evaluates present case data and contacts with individual/family member(s), keeping in mind both short-range and long-range goals, comparing individual's/family member(s) current status with previous status and casework goals, in order to determine progress, if any, in resolving problem that made services necessary and/or, if different action (change in foster care, court action, additional services/resources, etc.) is needed.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Assessment is accurante and thorough.
- Completed in reasonable length of time and appropriately.

NUMERICAL:

- Correct determination is made in at least X out of X cases.

TRAINING CONTENT

FUNCTIONAL:

- How to organize, summarize information.
- How to select pertinent data.
- Knowledge of human behavior.
- How to make comparisons and determine progress achieved.

SPECIFIC:

- Knowledge of agency guidelines, policies, resources.
- Knowledge of community resources.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90	5	5	4	4	2	3	PA.H. 1

GOAL:

OBJECTIVE:

TASK: Develops (organizes, formulates) a plan for a resident (client) council, following agency S.O.P for small group participation in decision-making, in order to plan for client participation in organizing recreational activities programs.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Plan based on all relevant information regarding costs, time and purpose.
- Uses judgment in provisions for the number of residents to be involved.
- Plan is realistic.

NUMERICAL:

- The plan is prepared X time before the council meets.
- The plan meets the needs of the council, as judged by council and supervisor.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of recreational theory and practice
- Knowledge of small group theory and practice

SPECIFIC:

- Knowledge of S.O.P. for group participation in decision-making
- Knowledge of institutional or agency limitation for client participation in making decisions

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	1A	1A	90	5	5	2	2	3	3	PA.H. 2

GOAL:

OBJECTIVE:

TASK: Calculates wages and/or number of canteen cards due to students at a pre-determined regular time, using time cards and a pre-determination of amount of money resident is to receive and amount to be saved for him, in order to ensure that the resident's salary is divided as agreed upon.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Resident receives the correct wage and/or number of canteen cards.
- Wage and number of canteen cards are consistent with time cards and pre-determination.
- Resident receives wage and/or canteen cards as scheduled.

NUMERICAL:
- Over X period of time no more than X number of errors are discovered in the calculation of wages and/or canteen cards.
- Wages and canteen cards are received on time X% of the time.

TRAINING CONTENT

FUNCTIONAL:
- How to add, subtract, multiply, and divide numbers
- How to read and use data from time cards
- How to divide a salary according to pre-determined conditions

SPECIFIC:
- Knowledge of resident's predetermined wage and/or canteen card allotments
- Knowledge of S.O.P. for division of resident's salary

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90	5	5	3	3	1	3	PA.H. 3

GOAL:

OBJECTIVE:

TASK: Chooses games and activities for a group of institutionalized children working from a knowledge of available facilities, approved activities and the children's interests/abilities, in order to plan entertaining, organized group recreational activities.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Games/activities are varied/appropriate for the children.
- Entertainment is well planned, not too time consuming and not hampered by a lack of equipment, space, etc.

NUMERICAL:

- Over X period of time, no more than X activities are disapproved by supervisor.
- Over X period of time, no more than X complaints from the children about choice of activity.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of recreational needs and interests of children
- Knowledge of types of games and activities of interest to children

SPECIFIC:

- Knowledge of which activities are approved.
- Knowledge of facilities available
- Knowledge of the children's interests/abilities

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	50	45	5	4	4	2	4	PA.H. 4

GOAL:

OBJECTIVE:

TASK: Presides at (chairs, conducts) the resident/council meetings, following agency S.O.P. for conducting business meetings, sharing own knowledge of a range of possible activities, their values/costs/limitations and available facilities and equipment, in order to insure that the wishes of the separate members are considered in determining the nature and content of a recreation (activity) program.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Provides a clear and concise description of suggested activities.
- Thorough in explanation of the time, money, and value limitations of any suggested activity.
- Shows no preference, is fair in allowing opinions to be expressed.

NUMERICAL:

- Fewer than X complaints per meeting from council members that they were not given the opportunity to express their opinions.

TRAINING CONTENT

FUNCTIONAL:

- How to encourage members to participate in the discussion.
- Knowledge of a full range of possible activities and their values, costs and limitations.
- Knowledge of recreational theory and practice.

SPECIFIC:

- Knowledge of goals of the agency recreational program.
- Knowledge of resident's needs
- Knowledge of equipment and facilities available.
- Agency S.O.P. for conducting business meetings.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	1A	1A	70%	25%	5%	5	5	2	4	PA.H. 5

GOAL:

OBJECTIVE:

TASK: Determines/decides the purpose, goals and objectives of an activities/recreation program, applying extensive knowledge of the therapeutic values of the recreation and activities and the educational needs of the clients, following consultation with various department heads and considering the reality conditions, in order to establish the sequence of operations of the activities/recreation departments.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully considers the overall purpose of the activities/recreation program.
- Establishes purpose, goals, objectives that are appropriate/reasonable.
- Carefully considers the needs of the clients.

NUMERICAL:

- Supervisor approves X% of the determined purpose, goals and objectives over X period of time.
- Upon review X% of the goals and objectives are considered realistic/obtainable.

TRAINING CONTENT

FUNCTIONAL:

- Extensive knowledge of the therapeutic value of activities and recreation.
- How to analyze and determine reality conditions in relation to setting up a program.
- Administrative ability.
- Knowledge of behavioral science.

SPECIFIC:

- Knowledge of the purpose, goals and objectives of the institution.
- Knowledge of the type of client the program will reach.
- Knowledge of the facilities available.
- Reality conditions to work with.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	4	1	3	PA.H. 6

GOAL:

OBJECTIVE:

TASK: Prepare/disseminate to staff members a listing of residents who could benefit from recreational programs, referring to residents' records and applying knowledge of recreational programs available, in order to inform staff of the residents who need to be persuaded to participate in the activities program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Listing is accurate and comprehensive.
- Consistent with agency priorities.
- Prepared lists are legible.

NUMERICAL:

- In X time X% of residents who can benefit from recreation programs are recognized by worker.
- Fewer than X complaints in X time from staff about inaccuracies or clearness of the lists.

TRAINING CONTENT

FUNCTIONAL:

- Know the values of recreational programs in a therapeutic program.
- Know how to identify recreational needs of individuals.

SPECIFIC:

- Knowledge of resident records (content, location).
- Knowledge of agency priorities.
- Knowledge of recreational activities available.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	55%	5%	40%	3	3	1	3	PA H. 7

GOAL:

OBJECTIVE:

TASK: Advertizes/publicizes future off-campus recreational activities, prepares posters, newspaper advertisements and makes enrollment sheets available in order to foster interest and participation in off-campus trips.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is creative and accurate in advertising off-campus activities.
- Advertisements are colorful, eye-catching, yet informative.
- Advertisements are posted well in advance of the date for the activity.

NUMERICAL:

- In X time fewer than X complaints from residents that they were not able to participate in a desired activity because they were not informed in time.
- In X time fewer than X activities are poorly attended because of inadequate publicity.

TRAINING CONTENT

FUNCTIONAL:

- Awareness of the benefits of advertising.
- How to plan eye-catching advertisements.

SPECIFIC:

- The clientele participating in activities.
- Time and date of planned trips.
- S.O.P. for posting/diseminating material for publicity.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	.2	1A	40%	55%	5%	2	2	1	2	PA.I. 1

GOAL:

OBJECTIVE:

TASK: Contacts psychological testing center according to S.O.P., arranging time and place for the test and providing background information as requested and as available, in order to arrange for psychological evaluations for child.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Arrangements for psychological testing are thorough, complete.
- Background information is accurate.
- Worker makes careful note of time and place of appointment.

NUMERICAL:

- In X time, fewer than X% of appointments made must be rescheduled.
- In X time, fewer than X number of complaints from testing center that they did not receive requested information when it was available.

TRAINING CONTENT

FUNCTIONAL:

- How to arrange appointments.
- How to provide background material.

SPECIFIC:

- Agency S.O.P. for contacting testing center.
- Time needed for evaluation.
- Sources of background information.
- Agency policy on the release of information.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	50%	45%	5%	5	5	1	4	PA.I. 2

GOAL:

OBJECTIVE:

TASK: Observes/evaluates/examines a child in a play therapy situation, attempting to pick up clues from the child's behavior, in accordance with S.O.P. for play therapy, applying knowledge of child development and clinical practice, in order to identify possible clues to the child's problem.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker allows the child to guide the play therapy session, encouraging freedom of expression (non-directive).
- Worker is patient and alert to detail.
- Worker makes an accurate interpretation of the child's behavior.

NUMERICAL:

- Over X period of time, supervisor feels that X% of worker's interpretations lead to the root of the problem.
- Worker is never observed (by supervisor) to be leading the child in the session.

TRAINING CONTENT

FUNCTIONAL:

- How to conduct a play therapy session.
- How to pick up clues from observation of a play therapy session, relating specific incidents to the child's total situation.
- Knowledge of child development and principles of clinical observation.

SPECIFIC:

- S.O.P. for play therapy.
- The specific child's previous problems and case history.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	30%	65%	5%	5	4	1	4	P.A.J. 1

GOAL:

OBJECTIVE:

TASK: Discusses with/asks questions of/listens to responses of residential facility personnel who are experiencing problems in relation to behavior of child(ren), encouraging them to express feelings/opinions, offering counsel as appropriate and suggesting ways of dealing with problems/anxieties, in order to assist personnel adjust to/solve problems with child(ren).

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's manner is sensitive and understanding.
- Worker's statements are clear and concise.
- Questions are asked in clear and concise manner.
- Listens attentively to responses.

NUMERICAL:

- Worker assists personnel in at least X% of cases.
- No more than X valid complaints received within X period about worker.

TRAINING CONTENT

FUNCTIONAL:

- Interviewing skills and techniques.
- Verbal and non-verbal communication skills.
- How to ask questions in clear and concise manner.
- Knowledge of child psycho-social and psycho-motor development.
- Knowledge of emotionally disturbed child.
- Knowledge of motivational theory and techniques.
- Theory and techniques of crisis intervention.
- Principles of counseling and guidance.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of resources and methods of treatment.
- Awareness of community standards and attitudes.
- Awareness of cultural and ethnic group patterns as they relate to the community.
- Understanding of ethical considerations in relation to utilization of information.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	3	3	P.A.J. 2

GOAL:

OBJECTIVE: 1

TASK: Files petition with proper out-of-state authorities where a missing family member is located, in order to request the authorities to initiate procedings to obtain child support in accordance with the Uniform Support Action Reciprocal Agreement.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Files the proper petition with the proper state authorities.
- Files petition as soon as possible.

NUMERICAL:

- In X time, fewer than X cases of improperly filed petitions.
- Files petition within X time after location is determined.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of inter-state agreements and policies as they pertain to social service.
- How to file a petition.

SPECIFIC:

- With which state to file the petition.
- Knowledge of the specific agreement with the particular state.
- Knowledge of S.O.P. for requesting initiation of child support proceedings.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	1	3	P.A.J. 3

GOAL:

OBJECTIVE:

TASK: Gathers/collects/prepares information needed for a paternity suit, relying upon knowledge of court requirements and past experience with various County Attorneys, in order to prepare the information for the cooperating County Attorney.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is thorough and complete in compiling information.
- Compiles the information in the proper form desired by the County Attorney.
- Has information available when needed.

NUMERICAL:

- In X time, fewer than X requests for additional material.
- Compiles information in X time.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of legal requirements for a paternity suit.

SPECIFIC:

- Knowledge of the specific case and client.
- Knowledge of the County Attorney's preferences.
- Knowledge of where and how to locate/gather information required for specific cases.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	1	3	P.A.J. 4

GOAL:

OBJECTIVE:

TASK: Inspects, reviews documentation for, and after determining the change is in the best interest of the child, signs all Change of Status requests (marriage, medical, discharge, etc.) for child wards of the state, applying agency policy and guidelines in order to authorize the requests, as the guardian of these children.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker's inspection is complete, comprehensive.
- Authorization is completed with reasonable speed.

NUMERICAL:
- No more than X invalid requests are authorized over X period of time.
- Requests are acted upon within X amount of time.

TRAINING CONTENT

FUNCTIONAL:
- How to inspect a request.
- Guardian's responsibilities.

SPECIFIC:
- Knowledge of which requests to authorize.
- Knowledge of basis for authorization of requests/agency policy and guidelines.
- Guardian's responsibilities, in relation to child wards of the state.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	1	4	P.A.J. 5

GOAL:

OBJECTIVE:

TASK: Organizes/evaluates/records information gathered about a parolee/probationer, including basic statistical information and ratings as well as a brief narrative discussing the case, in order to complete the quarterly report.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report is an accurate reflection of the case status, including significant information in the narrative.
- Report is completed with reasonable speed.

NUMERICAL:

- No inaccurate information is recorded in the statistical data, where the item is a question of facts - not judgement.
- Over X period of time, supervisor finds no more than X instances where the report misrepresents the client and case status.
- All reports are submitted on time.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of human behavior and what constitutes significant progress or problems for a person on parole/probation.
- How to compose a brief, descriptive narrative.
- How to fill out a simple form.

SPECIFIC:

- Knowledge of each specific case on which a report is to be made.
- How to fill out the form, i.e. the meanings of the ratings and type of information required.
- When the reports are due; format for the report.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	5	1	4	P.A.J. 6

GOAL:

OBJECTIVE:

TASK: Examines/reviews a parolee's/probationer's progress made during the parole/probation period; taking into consideration his current behavior and attitudes, how he handles problem situations, and the relative stability of his environment, in order to compose a recommendation for the Parole Board's or Probation Supervisor's approval.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is perceptive, thorough and objective in composing his recommendation.
- The recommendation is well organized and reflects good judgement and a sound interpretation of the facts.

NUMERICAL:

- Over X period of time, at least X% of worker's recommendations are approved.
- Over X period of time, no more than X complaints from supervisor/Parole Board that worker's recommendation is unrealistic, or contains insufficient information.
- Over X period of time, at least X% of clients for whom worker recommends a discharge - that is approved - go on with a successful life style (i.e. no recidivism).

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate a parolee/probationer's current life situation in relation to suitability of release.
- How to compose a clear, well-organized, persuasive recommendation.
- How to apply principles of human behavior and draw valid conclusions.

SPECIFIC:

- Knowledge of the specific individual under consideration - case history, current status, and personal wishes in the matter.
- Format required for the recommendation.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4A	1A	40%	50%	10%	4	4	1	4	P.A.J. 7

GOAL:

OBJECTIVE:

TASK: Talks to/discusses with/advises the client of the procedures, time limitations, advantages and legal ramifications of establishing paternity, in order to inform the client of his rights and encourage him to cooperate with the agency.

Organizational Unit | Goal | Objective

ADMINISTRATIVE REF.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully explains the advantages of establishing paternity.
- Accurately advises client of the legal ramifications and the time limitations.

NUMERICAL:

- Worker always informs client of his rights and options.
- In X period of time, fewer than X clients complain of worker's manner, attitude or failure to inform client of his rights.

TRAINING CONTENT

FUNCTIONAL:

- Understanding of legal requirements of establishing paternity.
- Knowledge of the rights of client.
- How to clearly define, explain rights and responsibilities of a client.

SPECIFIC:

- Agency guidelines concerning paternity cases.
- Knowledge of the client or how to obtain client's file.
- How task contributes to the subsystem goals and objectives.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	55%	40%	5%	2	3	1	3	P.A.J. 8

GOAL:

OBJECTIVE:

TASK: Discusses with/questions client concerning the possible location of a missing person or knowledge of the person's last known residence, in order to acquire information which may be of assistance in locating a missing person.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker asks relevant questions.
- Worker is polite, courteous and sensitive to client's feelings.
- Worker encourages client to provide as many leads as possible.

NUMERICAL:
- Fewer than X complaints in X time from clients about the worker's manner.

TRAINING CONTENT

FUNCTIONAL:
- How to discuss a potentially sensitive subject with client.
- Knowledge of what information is relevant in locating a missing person.

SPECIFIC:
- Background of the client and client's sensitivity to certain subjects.
- Resources available for checking out various types of leads.
- Purpose of the task.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	80%	15%	5%	4	4	3	4	P.A.J. 9

GOAL:

OBJECTIVE:

TASK: Investigates the circumstances of an alleged parole violation, gathering evidence, interviewing the parolee, and reviewing the recommendations of others with regard to any applicable regulations, statutes, and precedents in order to determine whether facts are sufficiently serious to warrant a court hearing.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Investigation is thorough and impartial.
- The decision is fair and aimed toward helping the parolee in his adjustment.
- Justification for the decision is logical and well-substantiated.

NUMERICAL:

- Decision violates no regulations, statutes or precedents.

TRAINING CONTENT

FUNCTIONAL:

- How to investigate an alleged parole violation.
- How to interpret state code, regulations, etc. as they apply to a specific case.
- Ability to assess emotional strength of parolee.

SPECIFIC:

- Specific circumstances of the alleged parole violation.
- Usual sources of productive information in an investigation of a parole violation.
- Knowledge of the conditions of parole/case history of the specific parolee under investigation.
- Knowledge of legal process.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	30%	65%	5%	4	4	3	4	P.A.J. 10

GOAL:

OBJECTIVE:

TASK: Discusses with/advises located missing parent of his/her responsibilities and consequences of failure to comply; attempting to work out areas of disagreement, in order to secure cooperation for child support payments without court action.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker carefully covers responsibilities and options available to the client.
- Worker is polite, pleasant and gives client opportunity to express his views.
- Worker actively encourages cooperation without court proceedings.

NUMERICAL:

- In X time, fewer than X cases that a client was not fully informed of his options and responsibilities.
- In X time, fewer than X complaints from clients about worker's manner.
- In X cases, arrangements for child support payments are made without court action.

TRAINING CONTENT

FUNCTIONAL:

- How to discuss a problem/give advice to a potentially hostile, anxious person.
- Knowledge of legal options and procedures for enforcing child support payments.
- How to listen
- Knowledge of social work principles.

SPECIFIC:

- Awareness of the previous family situation (i.e. familiar with the case records).

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4A	1A	40%	55%	5%	4	4	1	4	P.A.J. 11

GOAL:

OBJECTIVE:

TASK: Explains/clarifies pending court action to the principals (parents, children) including the reason for the action, own evaluation of family situation and needed changes, the meaning of possible actions of the court and the availability of counsel and how to obtain it, following agency policy but basing the exact content of discussion on own assessment of family reaction and emotional condition in order to prepare the parents and children for the court appearance.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker uses good judgement during discussion in the presentation of the reason for action, its consequences, and the process involved.
- Worker is courteous, professional in manner and attitude, non-judgmental.
- Answers family's questions frankly and as accurately as possible.

NUMERICAL:

- In X time, fewer than X number of families complain about worker's attitude, manner.
- In X time, worker is able to relate effectively to at least X% of parents involved in court action.

TRAINING CONTENT

FUNCTIONAL:

- How to explain/describe specific action to persons who are likely to be apprehensive, threatened, defensive, and even hostile.
- How to interpret own evaluation of the situation into language appropriate to the individual involved.
- How the court process operates in general.

SPECIFIC:

- Reason for preparation, content the agency wants imparted to the principals.
- Actual court process the family will be involved in.
- Specific situation involved.
- Availability of legal counsel.
- Possible action of the court.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80%	5%	15%	5	4	1	4	P.A.J. 12

GOAL:

OBJECTIVE:

TASK: Locates/collects/reads/analyzes data concerning a specific case and follow-up, in order to prepare documentation for court hearing.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is stated clearly and concisely.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Accurate documentation is prepared in all (100%) cases.
- No valid complaints received about documentation.
- All pertinent information is considered.

TRAINING CONTENT

FUNCTIONAL:

- Written communication skills.
- How to select pertinent information.
- How to organize information.
- How to analyze/interpret data concerning human behavior.
- Knowledge of legal/court process.
- Knowledge of what constitutes evidence.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of data concerning specific case, where it is located and how to gain access to it.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	2B	40%	5%	55%	3	3	2	3	PA.K. 11

GOAL:

OBJECTIVE:

TASK: Operates (starts, adjusts, controls) monitors closed circuit TV system set up to observe security areas, switching from camera to camera as per standard operating precedures or indications (alarms, disturbance, buzzer, etc.) of some particular activity in order to observe the status of specified security areas.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker observes security areas in a systematic fashion.
- Picture on TV monitors is clear and zoom-in is used if detail cannot be clearly defined.
- Worker follows operating instructions for use of TV system.

NUMERICAL:

- Fewer than X number of equipment failures due to operator error.
- In operator efficiency test, operator is able to bring a clear picture to monitor from any designated camera or security area within X time.

TRAINING CONTENT

FUNCTIONAL:

- How to operate TV equipment.
- How to focus TV cameras.
- How to time electronic equipment, operate selector dials.

SPECIFIC:

- Use of electronic, TV gear.
- Channels available for use.
- Location of TV cameras, their monitoring area.
- Procedure for switching cameras.
- S.O.P. for monitoring security areas in case of notification of disturbance.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	2B	35%	25%	40%	3	3	1	3	PA.K. 12

GOAL:

OBJECTIVE:

TASK: Operates telephone switchboard/radio equipment/alarm systems/control panels for intercom and internal security doors according to standard operating instructions, placing/answering calls/ responding appropriately to electronic signals periodically checking the operation of the equipment in order to provide communications service to the operation of the institution.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Calls on all systems are answered promptly and courteously.
- Appropriate action is promptly taken.
- Worker carefully observes operating instuctions for equipment, policy for operation of each system.

NUMERICAL:

- In X time, fewer than X complaints that calls on any system were not promptly answered.
- In X time, fewer than X number of shut downs of equipment due to operator error.

TRAINING CONTENT

FUNCTIONAL:

- How to use radio equipment.
- How to use telephone switchboards.
- How to perform routine maintenance checks on electronic equipment.

SPECIFIC:

- Equipment in the control center.
- Policy regarding the use of each system.
- Operating instructions for the equipment.
- How to check procedures, calibration.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	60%	30%	10%	4	5	1	4	PA.K. 13

GOAL:

OBJECTIVE:

TASK: Assesses/evaluates the behavior of clients in the unit setting, paying special attention to unusual or atypical behavior, depression, anti-socialism, agressiveness, etc., observing and interacting with clients while performing other unit tasks, in order to remain effectively cognizant of the moods of clients in the unit.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker makes an effort to be aware of client activities while performing other tasks.
- Worker is sensitive to the moods of the people in his unit.
- Worker is alert for signs of depression, anxiety.

NUMERICAL:

- In X time, fewer than X number of attempted suicides, extremely agressive attacks by persons who have not been identified by worker as potential.
- In X time, fewer than X number of complaints from clients that worker is constantly watching him.

TRAINING CONTENT

FUNCTIONAL:

- How to casually observe another person.
- How to recognize conditions such as depression,
- anti-socialism, agressiveness, etc.
- How to recognize pattern in a client's moods.

SPECIFIC:

- Background of specific clients.
- Behavior standards at the institution.
- Lines of responsibility for client conduct.
- What to do if severe changes in client moods occur.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	70%	25%	5%	4	4	1	4	PA.K. 14

GOAL:

OBJECTIVE:

TASK: Analyzes reports submitted by interview teams who have questioned persons involved in an actual/potential disturbance, supplementing these reports, as necessary, with own knowledge of the persons involved and further or more extensive interviews, in order to determine the causes of and responsibility for disturbances and recommend disciplinary action, if necessary.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Determination of causes/responsibility is objective, realistic, thorough.
- Assures that conflicting reports are rechecked and cross checked.
- Is alert for indications of more extensive involvement.
- Is sensitive to the known biases of the interview teams.

NUMERICAL:

- Determination of causes/responsibility is upheld by supervisor at least X% of the time.
- Upon review of reports, fewer than X number of conflicting statements are noted that were overlooked by the worker.

TRAINING CONTENT

FUNCTIONAL:

- How to assess written reports and relate this assessment to prior knowledge.
- How to recognize conflicts, in statements.
- How to recognize biases of investigating teams in their reports.
- How the institutional setting affects the people who live in it.

SPECIFIC:

- Knowledge of the nature of the incident.
- Knowledge of the background of the persons involved in the incident.
- Knowledge of interview team members known biases.
- Knowledge of possible disciplinary action.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	60	35	5	3	3	1	4	PA.K. 15

GOAL:

OBJECTIVE:

TASK: Evaluates/investigates incidents of inmate rule infractions upon request, checking all aspects of the situation, gathering evidence from witnesses/principles, referring to agency manuals as needed, in order to prepare an objective, impartial report for the Adjustment Committee to use in determining possible disciplinary action.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker conducts an unbiased, thorough investigation.
- Prepares a clear, accurate comprehensive report.

NUMERICAL:

- In X time, fewer than X complaints that reports were incomplete or biased.
- Over X period of time, at least X% of reports are judged by the Adjustment Committee to be helpful and informative.
- Reports are always prepared in X time before the Committee meets to determine action.

TRAINING CONTENT

FUNCTIONAL:

- Proper procedures to follow in conducting an investigation
- How to prepare reports concerning social functioning using data from various sources
- Experience in working with residents of a penal institution

SPECIFIC:

- What information to include in the reports for the Adjustment Committee
- When to have the report complete
- Knowledge of the institution's operation, policies, and physical facilities

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	50	40	10	3	3	2	3	PA.K. 16

GOAL:

OBJECTIVE:

TASK: Determines/decides the clothing needs of young clients of the residential unit, discussing with clients size, style, fabric, and supply on hand, initiating proper requisition forms according to S.O.P., maintaining an adequate wardrobe for each client, according to the dress code of the institution, in order to insure that they will be appropriately dressed for all occasions.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Accurate evaluation of condition of present wardrobes
- Good judgement as to the needs for various occasions.
- Awareness of cost of over-supply in view of style change and growth of clients.

NUMERICAL:
- No more than X% of clients complain of inadequate supply.
- Less than X% of supply becomes obsolete or unusable.
- In X% of decisions, client supports worker in choices
- X% of clients have adequate supply of clothing according to agency S.O.P.

TRAINING CONTENT

FUNCTIONAL:
- Ability to estimate the needs of different individuals
- Ability to perceive size/style trends and likes and dislikes of the clients
- Ability to involve clients in decision-making process

SPECIFIC:
- Knowledge of the durability of different fabrics according to usage
- Knowledge of estimated growth patterns of the different age groups
- Knowledge of institutional dress code
- Agency S.O.P. regarding requisitions

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	40	55	5	3	3	2	3	PA.K. 17

GOAL:

OBJECTIVE:

TASK: Assigns tasks/directs activities of cottage residents in their daily activities (i.e., cottage clean-up, grooming, meal serving, recreation, homework, etc.), following institution's supervisory standards and guidelines, in order to insure that residents perform their tasks, and that cottage operation is smooth and efficient.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Assignments/directions are clear, complete, and thorough.
- Performance standards/requirements are within the capabilities of residents.
- Worker has considerate, patient and tactful attitude toward residents.

NUMERICAL:

- Fewer than X% of residents in X period of time complain that assignments were unrealistic or unclear.
- Over X period of time, there are only X complaints that cottage clean-up, etc., was incomplete/ inadequate.

TRAINING CONTENT

FUNCTIONAL:

- How to positively involve clients in decision-making process.
- How to develop and maintain working relationships with others.
- How to convey information to a specific audience.
- How to relate and compare data.
- How to design and assign tasks to fulfill objectives.

SPECIFIC:

- Supervisory standards and guidelines within the institution.
- Specific work to be completed.
- Capabilities of residents.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	5	1A	25	70	5	4	4	2	4	PA.K. 18

GOAL:

OBJECTIVE:

TASK: Assigns tasks/directs work activities of others, determining the procedures to be followed in solving any daily work problems (i.e., lack of important supplies, disagreements, illness of subordinates and reassignment of their tasks, etc.), following institution's policies and procedures, in order to ensure that cottages are properly staffed, supervised, and equipped for efficient operation.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Decisions are consistent with all given data.
- Worker is courteous, pleasant, respectful of others' feelings, yet firm when informing them of actions to be taken.
- Worker correctly assesses daily work problems.
- Assignments and expectations are communicated clearly.

NUMERICAL:

- Only X% of personnel informed of actions to be taken, complain over X period of time of worker's manner, unclear assignments.
- Only X complaints over X period of time, that daily work problems were incorrectly assessed, or that the procedures followed did not alleviate problems.

TRAINING CONTENT

FUNCTIONAL:

- How to apply policies/procedures to daily work problems
- How to courteously, tactfully, calmly and objectively deal with others
- How to organize a work operation

SPECIFIC:

- Institution's policies and procedures
- The daily work schedules, procedures, capabilities and habits of subordinates
- How, where, and who to inform of actions to be taken
- Staffing/supervision/equipment requirements

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	2A	50	5	45	2	2	1	2	PA.K. 19

GOAL:

OBJECTIVE:

TASK: Counts/checks/examines institutional weapons and ammunitions supply (gas, mace, etc.) checking the age of the ammunition and for defective weapons, referring to institutional manuals and regulations as needed and relying on knowledge of the supplies/weapons needed for security, determines what ammunition to order and what weapons need to be repaired/replaced in order to maintain security supplies at necessary levels.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately determines what armory supplies to order (gas, mace, etc.).
- Carefully checks the working order of the weapons.
- Carefully inventories security supplies for the armory.

NUMERICAL:

- Upon review fewer than X weapons are defective.
- Upon review sufficient quantities of ammunition are on hand for security requirements of the institution as determined by institutional manual.
- Conducts an inventory/check at least every X period of time.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of the proper function of weapons
- Security requirements of a penal institution
- Safety regulations for handling weapons and ammunition
- Potency of (gas, mace, etc.) as they age

SPECIFIC:

- Knowledge of the weapons in the institution's armory
- Inventory level to be maintained for the institution
- Knowledge of institutional manuals and regulations
- Knowledge of this institution's security requirements

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	5	1A	40	55	5	4	4	1	4	PA.K. 20

GOAL:

OBJECTIVE:

TASK: Reviews/evaluates the work performance with correctional officers in the cell house, checking for order, cleanliness, security in the cell house and the proper filing of reports (i.e., discipline problems, repairs, count); working out daily routine problems, in order to advise subordinate officers of needed improvement and procedural changes for smoother operation.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker advises subordinates in a pleasant, helpful manner.
- Carefully explains procedural changes.
- Evaluations are accurate and complete.

NUMERICAL:

- In X time, fewer than X complaints are received from subordinates about worker's manner or failure to clearly explain procedures.
- Upon review less than X cases where worker failed to recognize needed improvement of subordinates' performance.

TRAINING CONTENT

FUNCTIONAL:

- Experience in supervision
- Knowledge of standards for penal operations, security

SPECIFIC:

- Knowledge of institutional standards and procedures
- Knowledge of requirements for filing reports
- Knowledge of subordinates' responsibilities
- Knowledge of institution's supervisory guidelines

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	30%	60%	10%	3	3	1	3	PA.K. 21

GOAL:

OBJECTIVE:

TASK: Administers first aid/calms persons injured in accident, attempting to ascertain the extent of the injuries and how they were sustained, notifying designated authority and requesting medical assistance as needed, following institutional policy concerning accidents, in order to minimize the effect of the accident.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker acts quickly in a calm/composed manner.
- Employs accepted first aid techniques.
- Attempts to evaluate extent of injury, cause of accident; does not unduly upset patient.

NUMERICAL:

- In X time, fewer than X complaints from attending physicians about first aid techniques.
- Worker never becomes distraught.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of first aid techniques.
- How to be reassuring, remain calm/composed while dealing with an accident victim.
- How to evaluate the extent of injuries.
- How to investigate the cause of an accident.

SPECIFIC:

- Proper authority to notify concerning accident.
- Institutional policy concerning accidents.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4C	1A	30	50	20	3	3	1	2	PA.K. 22

GOAL:

OBJECTIVE:

TASK: Dresses/bandages wounds of inmates/staff in absence of doctor/nurse, applying antiseptics as necessary, following agency policies and procedures for handling injuries, and using knowledge of first aid in order to control bleeding/prevent infection/care for wound of staff member/inmate.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Proper care is given to dressing/bandaging wound.
- Worker is gentle and reassuring.
- Worker uses good judgment in determining seriousness of wound and proper handling.
- Worker completes task in reasonable amount of time.

NUMERICAL:

- On review by doctor, worker cared for wound correctly at least X% of the time.
- No more than X complaints from inmates/staff that dressing/bandage was done in an ungentle manner over X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to administer first-aid
- See G.E.D.

SPECIFIC:

- Knowledge of location of supplies
- Knowledge of supplies available
- Knowledge of reports that must be made
- Knowledge of agency policies and procedures for handling injuries

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	2B	20%	70%	10%	4	4	1	4	PA.K. 23

GOAL:

OBJECTIVE:

TASK: Discusses with students in small groups problems they anticipate in conforming to acceptable modes of social behavior, informing them of what will be expected of them when they leave the institution (i.e., waking themselves up each morning, buying food, etc.) and discussing risks involved with drugs, alcohol, venereal disease, etc., using films and open discussion in order to persuade/encourage students to behave in manner which will help them to adjust to community life.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discussions are persuasive, interesting, pertinent and helpful.
- Worker is open, reserves judgement, and listens.

NUMERICAL:

- Over X period of time, at least X% of the students report discussions helpful.
- Over X period of time, no more than X number of complaints are received concerning any factor of the discussion and/or worker's manner.

TRAINING CONTENT

FUNCTIONA:

- How to conduct small group discussions.
- How to use group techniques to modify behavior.
- How to operate a film projector.
- Knowledge of adjustment problems of young people.

SPECIFIC:

- Knowledge of students, their expectations and problems.
- Knowledge of operation of institution's film projector.
- Knowledge of counselors.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	35%	60%	5%	4	4	1	3	PA.K. 24

GOAL:

OBJECTIVE:

TASK: Calms and/or counsels a student upset by problems, sympathizing with student, exploring available options, encouraging and supporting solutions that will not further compound the difficulty in order to help the student cope with a crisis situation.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is open-minded, receptive, persuasive and demonstrates an understanding of student feelings.
- Worker attempts to discourage any student action which would jeopardize his rehabilitation.

NUMERICAL:

- Over X period of time, no more than X% of worker's students complain of worker's interference.
- Over X period of time, no more than X% of worker's students violate regulations, when troubled.

TRAINING CONTENT

FUNCTIONAL:

- How to relate to a troubled juvenile and comfort him.
- How to assist an individual to identify and cope with feelings of hurt, anger, disappointment.
- General knowledge of counseling skills.

SPECIFIC:

- Knowledge of student and his problems.
- Knowledge of institutional regulations.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. A. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45%	50%	5%	5	5	1	4	PA.K. 25

GOAL:

OBJECTIVE:

TASK: Describes/provides course descriptions/transcripts to local school officials concerning the programs in which client has been enrolled at the State institution, describing the client's general progress, and the findings of the institutional staff that may have bearing on the client's educational performance after being released from the institution, in order to increase the understanding of the client's current education development by the personnel in the school district to which client is transferred.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Description is clear, comprehensive, accurate and objective.
- Worker is articulate, open, and perceptive.
- Worker is courteous and businesslike.

NUMERICAL:

- Over X period of time, fewer than X complaints that information is unclear/misleading.
- School officials are briefed each time a client transfers to a public school program.

TRAINING CONTENT

FUNCTIONAL:

- How to describe and discuss a student's educational progress and adjustment.
- How to explain institutional programs: their purpose, their function, etc.
- How to prepare and present detailed material in an informal discussion setting.

SPECIFIC:

- The individual client's program, progress and adjustment.
- Which local school to contact and what individuals.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Coal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	3	3	PA.K. 26

GOAL:

OBJECTIVE:

TASK: Selects/gathers/searches for examples of different types of recreational activities feasible for the institution, applying knowledge of facilities available for conducting various types of activities and considering time and budget limitations, in order to prepare a list of examples to be used by the recreational council for setting up a seasonal program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Assures that examples are accurate and comprehensive.
- Writes in clear and concise manner.
- Considers information regarding cost, time, and therapeutic value in writing/choosing examples.

NUMERICAL:

- Less than X% of council members complain that descriptions are inaccurate.
- All examples are clearly described and financially possible.

TRAINING CONTENT

FUNCTIONAL:

- Ability to write clear, descriptive examples.
- Ability to choose examples of adequate value in relation to cost and time.

SPECIFIC:

- Knowledge of financial and time limitations.
- Knowledge of therapeutic value of the different possibilities.
- Knowledge recreational activity needs of clients.
- Knowledge of facilities available.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Objective | Coal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	1	1	1	2	PA.K. 27

GOAL:

OBJECTIVE:

TASK: Writes/records the names of residents (clients) in the cottage who are eligible/available for a recreational activity, using standard availability list, in order to inform the activity supervisor of the names and number of residents eligible/available for recreational activities, so he can revise the activity accordingly.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The list is prepared within agency time limits.
- List is accurate and legible.

NUMERICAL:

- In X time fewer than X errors on lists--(numbers or names).
- In X time fewer than X complaints from activity supervisor that list was not available on time or list was illegible.

TRAINING CONTENT

FUNCTIONAL:

- Ability to write legibly.
- See G.E.D.

SPECIFIC:

- Knowledge of the eligibility or availability of clients for the activity.
- S.O.P. for preparing availability list.
- Knowledge of standard availability list and how to utilize it.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4B	1A	30%	65%	5%	5	5	3	4	PA.K. 28

GOAL:

OBJECTIVE:

TASK: Teaches/instructs/demonstrates/describes to group life staff (youth services workers), how to plan and provide recreational activities in an institutional living unit, applying knowledge of activities and demonstration techniques, in order to train staff in providing a continuous recreational program at the living unit level.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker speaks clearly and uses appropriate demonstrations.
- Selects materials that reflect sound recreational theory and practice.

NUMERICAL:

- No more than X% of complaints from cottage staff and clients about worker's manner.
- No more than X number of activities are assessed as being inappropriate for the group/the setting.
- No more than X complaints are received from cottage staff that worker's instructions/demonstrations were inadequate/confusing.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of theory and practice in the field of recreation.
- Knowledge of fundamental teaching skills.
- How to clearly describe and illustrate ideas and programs in a clear, concise manner.

SPECIFIC:

- Specific knowledge as to how the recreation program contributes to the overall purpose, goals, and objectives of the institution.
- Knowledge of the strengths and limitations of cottage program and staff.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45%	50%	5%	5	5	1	5	PA.K. 29

GOAL:

OBJECTIVE:

TASK: Explores/discusses with subordinates in small group session, new ideas in penal philosophy/practice assessing local constraints/applicability of new techniques/approaches, assigning responsibility for preliminary pilot work-up, drawing on own knowledge of program planning techniques and penal philosophy in order to keep staff informed and to infuse new ideas into department.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discusses, with subordinates, new developments in the field.
- Discussions with subordinates are informative and helpful.
- Carefully, fully discusses new program plans.

NUMERICAL:

- Subordinates demonstrate an understanding of new philosophy in X period of time after discussions.
- Fewer than X% of new ideas prove impractical on implementation.

TRAINING CONTENT

FUNCTIONAL:

- How to convey/discuss ideas.
- Extensive knowledge of penal philosophy/institutions.
- Knowledge of program planning techniques.

SPECIFIC:

- New ideas and philosophy in the field.
- Reality conditions and limitations applicable to the institution.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	60%	35%	5%	5	4	1	4	PA.K. 30

GOAL:

OBJECTIVE:

TASK: Examines/evaluates the Vocational Department's goals and objectives/operations in conjunction with the institutional goals and objectives, conferring with other department heads, in order to determine how to better coordinate the Vocational Department's activities with those of the entire institution.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully considers all facets of the institution.
- Worker is considerate of the various department's goals, time schedules, etc., and department heads opinions.

NUMERICAL:

- In X time, fewer than X complaints that the Vocational Program conflicts with the institution's goals and objectives.
- In X time, fewer than X complaints from department heads that worker failed to consult them concerning recommended changes.

TRAINING CONTENT

FUNCTIONAL:

- How to manage a Vocational Program.
- Purposes of a Vocational Program.
- Knowledge of correctional philosophy.

SPECIFIC:

- Knowledge of the institution's goals and objectives.
- How the Vocational program relates to the entire institutional goals.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80%	15%	5%	5	5	1	4	PA.K. 31

GOAL:

OBJECTIVE:

TASK: Examines/evaluates available data on incoming students regarding vocational program assignments, considering the student's special problems, interests and goals, applying knowledge of vocational training and aptitude tests, in order to recommend placement in a vocational program for the student.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully examines available information.
- The best placement is determined for the student.

NUMERICAL:

- Upon routine review, fewer than X% of placements are determined to be inappropriate.
- Makes a recommendation within X time after materials/information are received.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of vocational training and the expected results.
- How to interpret results of aptitude tests.
- Understanding of behavioral science as it applies to vocational training.

SPECIFIC:

- Complete knowledge of the vocational programs available.
- Knowledge of the client's planned goals and objectives.
- How the vocational program affects the total treatment program.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	1A	75%	20%	5%	5	5	1	4	PA.K. 32

GOAL:

OBJECTIVE:

TASK: Modifies/alters/adapts existing treatment programs, basing decisions on current penal philosophy, in order to provide therapy programs which will meet individual needs of the inmates and which are consistent with institutional philosophy.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Conclusions are consistent with the information.
- Evaluation is objective

NUMERICAL:

- Less than X% conflict between data and information.
- Less than X number of complaints from inmates or staff about adequacy and objectiveness, completeness of the evaluation in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to analyze data.
- How to distinguish facts from assumption.
- How to infer supportable conclusions from data.
- Knowledge of basic theory of correctional institutions/penal philosophy.

SPECIFIC:

- How programs contribute to objective.
- Facilities and resources of institution.
- Specific needs of inmates.
- Knowledge of institutional philosophy.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	2	3	1	3	PA.K. 33

Organizational Unit | Goal | Objective

GOAL:

OBJECTIVE:

TASK: Collects/assembles/sends to consulting psychiatrist a packet of briefing materials (list of appointments, social and psychological data) relating to inmates for whom evaluation sessions have been scheduled, in order to provide diagnostic material to psychiatrist prior to scheduled evaluation appointments.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Briefing materials are collected and submitted in a timely manner.
- All materials collected are relevant/appropriate to specific inmates.

NUMERICAL:

- Briefing material is delivered to consulting psychiatrist one week prior to appointment in all instances.
- Over X period of time, no more than X complaints are received from consulting psychiatrist that all necessary briefing materials were not included in the packet.

TRAINING CONTENT

FUNCTIONAL:

- How to sort/assemble/collate materials from several sources.
- How to select pertinent information from a mass of data.

SPECIFIC:

- Inmates who have been scheduled for psychiatric evaluation and consulting psychiatrist.
- S.O.P. for psychiatric evaluations.
- Knowledge of location of case files and how to gain access to them.
- Knowledge of the time and date scheduled for psychiatric evaluation of specific inmates.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	65%	30%	5%	5	5	3	4	PA.K. 34

GOAL:

OBJECTIVE:

TASK: Investigates/examines/discusses with a client (parolee, preparolee, probationer, preprobationer), the community situation and the client's potential for successful return to the community, identifying and analyzing general goals and barriers to achieving those goals, in order to assess the client's situation and lay the foundation for planning.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Examination is complete and reliable, information is gathered in a logical and objective manner.
- Worker is open, perceptive, and respects and acknowledges the viewpoints of others.
- Worker's manner is relaxed and fiendly, putting client at ease.

NUMERICAL:

- Over X period of time, at least X% of plans with clients are brought to a satisfactory resolution, as determined by supervisor.
- Over X period of time, no more than X complaints from client that worker is too domineering and does not give their ideas enough credit.

TRAINING CONTENT

FUNCTIONAL:

- How to investigate and examine a local community situation; biases, jobs available, favorable and unfavorable circumstances, etc.
- How to assess a client's potential for success.
- How to work with client in the assessment stage of goal-oriented planning.
- Knowledge of behavioral science.

SPECIFIC:

- Some knowledge of background information about the client.
- Knowledge of community situation.
- Knowledge of goals for specific client.
- Knowledge of barriers to achieving goals.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	40	55	5	2	3	1	3	PA.K. 35

GOAL:

OBJECTIVE:

TASK: Explains/describes to cottage parents, events which have occurred or medication which has been given to residents during the night, using written reports or discussions, following agency S.O.P., in order to inform them of current condition of residents.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Explanations are clear, accurate, and complete.
- Worker is amiable, respectful of others' opinions, when in discussion with cottage parents.
- Written reports are legible.

NUMERICAL:
- Over X period of time, only X complaints regarding worker's manner, or that explanations were unclear, inaccurate, incomplete or illegible.
- Reports are made daily or with shift changes.

TRAINING CONTENT

FUNCTIONAL:
- How to explain events
- See G.E.D.
- How to get along with fellow workers

SPECIFIC:
- Agency S.O.P. for reporting
- Where to obtain written reports of condition of residents

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40	55	5	5	5	1	4	PA.K. 36

GOAL:

OBJECTIVE:

TASK: Discusses/explains/defines, as leader of cottage unit team, treatment methods consistent with treatment plan development for juvenile, assessing background and present attitude of juvenile, using own knowledge of psychology and group therapy methods, and utilizing inputs from other team members, under general direction of Director of Counseling and psychiatrist, in order to aid unit team's development of the treatment methods designed for a particular juvenile.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Team member's method of treating juvenile is consistent with team plan.
- Worker maintains discussion on the topic at hand.
- Worker is receptive to team members input, clarifying and articulating as necessary.
- Worker's advice is to-the-point and beneficial.
- Worker's explanation is accurate and clear.

NUMERICAL:

- Over X period of time, not more than X% of team members are found to be operating inconsistently with team plan.
- Over X period of time, no more than X number of complaints are received concerning worker's leadership, manner, advice and/or explanations.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of small group discussion theory
- A general knowledge of psychology and group therapy methods
- How to interpret data concerning a juvenile and apply it to a treatment plan

SPECIFIC:

- Knowledge of team members and dynamics
- Knowledge of treatment plan
- Knowledge of Director's and/or psychiatrist's advice
- Knowledge of attitude of juvenile, his background and data

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	35	60	5	3	3	1	3	PA.K. 37

GOAL:

OBJECTIVE:

TASK: Explains/clarifies/discusses opinions concerning cottage living problems with residents and other institution staff members at cottage discussion meetings, promoting discussion, helping participants to express feelings, referring to agency policy guides as necessary, in order to identify/solve problems.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is clear, concise, accurate and thorough when exchanging opinions.
- Worker is tactful and considerate of others' feelings.
- Worker directs conversation toward specific problems and remains calm.

NUMERICAL:
- Fewer than X complaints in X period of time concerning worker's lack of consideration and/or tactfulness.
- Fewer than X complaints in X period of time of worker's inability to cooperate with others in resolving problems.
- Fewer than X complaints over X period of time that purposes of meetings were not achieved.

TRAINING CONTENT

FUNCTIONAL:
- How to conduct small group discussions
- How to listen to and interpret opinions of others
- How to express information/opinions to a specific audience

SPECIFIC:
- Knowledge of the opinions/personalities of staff members/residents involved in meeting
- Agency S.O.P. for policy formulation/change

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	2	1A	65	30	5	4	4	1	4	PA.K. 38

GOAL:

OBJECTIVE:

TASK: Gathers/collects assesses/interprets information relating to a client's program participation, parole plans and data, evaluation summary, and educational progress evaluation, from the client's social worker, business office, nurse, teachers, and cottage matrons, as requested by staff or Parole Board, using own knowledge, asking for clarification or additional data as needed, and following agency S.O.P. in order to formulate a progress report for each client.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report is objective, clear, concise, and contains all available information.
- No extraneous information is included in the report.
- Report completed with reasonable speed.
- Supervisor notes that the content of report is consistent with available data.

NUMERICAL:

- X% peers agree with content of report over X period of time.
- Less than X number of complaints from staff or Parole Board over X period of time about the quality of the progress report.

TRAINING CONTENT

FUNCTIONAL:

- How to organize information concerning social functioning from various sources into a report
- How to gather information
- How to obtain clarifying data/information

SPECIFIC:

- Case history of client
- Where and how to collect relevant information for the report
- S.O.P. for report preparation/distribution

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90	5	5	3	4	1	3	PA.K. 39

GOAL:

OBJECTIVE:

TASK: Reads/reviews resident files and reports on family interviews, sociological and psychological information, progress notes, oral and written reports from vocational or academic teachers, discipline reports and medical history records, in order to become familiar with each resident's case history.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is thorough in surveying information sources.
- Worker is accurate in interpretation of information.

NUMERICAL:
- Over X period of time, only X complaints that worker displayed incomplete or inaccurate knowledge of a resident's case history.
- Only X complaints in X period of time that worker misunderstood information reviewed.

TRAINING CONTENT

FUNCTIONAL:
- How to review/interpret case history information
- General knowledge of behavioral science

SPECIFIC:
- How and where to obtain case history information
- Purpose of case file

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	T ings	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40	55	5	5	5	2	4	PA.K. 40

GOAL:

OBJECTIVE:

TASK: Talks/listens to/discusses problems and/or changes in policy or procedure with treatment team members, following agency S.O.P. and utilizing input from group and other authority in correctional institution, in order to resolve common problems or reach an agreement regarding changes in policy and/or procedure.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discussion is clear, logical, and to the point.
- Worker is attentive to other team members' ideas.
- Understands policies and procedures well enough to lead the discussion.

NUMERICAL:

- No more than X complaints from peers that worker's discussion is illogical or too lengthy over X period of time.
- X% of problems are resolved with worker's help within X amount of time.
- No more than X complaints from treatment team members that changes in policy and procedures are inconsistent with agreements reached during discussion.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of decision-making process
- General knowledge of business administration
- How to present a clear, logical explanation

SPECIFIC:

- Knowledge of State and Federal guidelines concerning correctional institution
- Problems the treatment team is experiencing
- Current and/or proposed policy and procedures
- Agency S.O.P.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	60%	35%	5%	4	4	1	4	PA.K. 41

GOAL:

OBJECTIVE:

TASK: Reads/analyzes reports/listens to/discusses classification information about an inmate with other members of a committee, considering inmate's conduct, his previous education/vocation/offenses, and any special requests or recommendations in relation to the prison's inmate programs and alternatives in custody, following S.O.P., in order to assign a classification to the inmate.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Decision is fair and based on facts.
- Work classification assignment is acceptable to/ appropriate for the inmate, whenever possible.
- Inmate's classification is established in a reasonable amount of time.
- Worker respects the opinions of others.

NUMERICAL:

- Inmate's classification is appropriate, as judged by director/warden in X out of X cases.
- Over X period of time, no more than X complaints that worker is too lenient/severe/prejudiced.

TRAINING CONTENT

FUNCTIONAL:

- How to select appropriate work/custody/etc., classification for an inmate.
- How to review information about an inmate's background or conduct objectively.
- Knowledge of correctional administrative procedures.

SPECIFIC:

- Knowledge of S.O.P. for classification committee.
- Knowledge of specific inmates work history, current condut, etc.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	5	1A	50%	45%	5%	5	5	1	4	PA.K. 42

GOAL:

OBJECTIVE:

TASK: Guides/reviews/directs the work of the correctional counselors in preparing Admission Summaries/ Progress Reports, and Classification Board's decisions/reports about each inmate's status, checking reports for complete content and correct format, reviewing inmate classification decisions for consistency with the facts presented, in order to ensure that classification procedures are adhered to.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Classification Procedures are carried out accurately.
- Review is complete and fair.
- Guidance given is appropriate and improves the performance of those involved in inmate classification.

NUMERICAL:

- Over X period of time, no more than X inmates inappropriately classified.
- Completed Progress Reports and Admission Summaries meet institutional standards for format/completeness.

TRAINING CONTENT

FUNCTIONAL:

- Current trends and philosophy of penal institutions and how a person's environment may affect his rehabilitation process.
- How to review reports for completeness and correct format.
- How to determine the appropriateness of decisions.
- Knowledge of supervisory techniques.

SPECIFIC:

- Institutional classification procedures and their purpose.
- Knowledge of required format/content for admission Summaries/Progress Reports, etc.

Objective | Coal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	1	3	PA.K. 43

GOAL:

OBJECTIVE:

TASK: Composes/writes a synopsis of client's work release plan which has previously been approved, including long and short range goals of client and immediate plans and arrangements following agency S.O.P., in order to compile this information into a report to be submitted for final approval.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker assures that report is complete and articulate.
- Report presents client and her/his plans favorably.
- Report is neither too wordy or too brief.

NUMERICAL:

- All (100%) required information is included in report.
- Report is submitted at least X amount of time after first approval is granted.
- No more than X number of complaints that report is hard to understand over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to compose a report.
- Knowledge of good punctuation, word usage.
- Some knowledge of the Work Release program.

SPECIFIC:

- Information required in Work Release report.
- S.O.P. for submitting report.
- Knowledge of client and her/his plans and goals.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	60%	35%	5%	5	5	1	4	PA.K. 44

GOAL:

OBJECTIVE:

TASK: Examines/evaluates a parolee's/probationer's case history, personal adjustment to problems, strengths and needs in relation to any beneficial restrictions that should be imposed during their parole/probation period, meeting specifications imposed by the Parole Board/judge, discussing the importance of these restrictions with the person, in order to determine special conditions to be incorporated in the Parole/Probation agreement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker assures that restrictions imposed are fair, reasonable, and will help the parolee/probationer make a better adjustment.
- Explanation of the restrictions is clear, and to the point.
- Worker's manner is firm yet friendly, showing respect for the individual.

NUMERICAL:

- Over X period of time, at least Y% of parolees/probationers are able to stay out of trouble by meeting the conditions of the Parole/Probation agreement.

TRAINING CONTENT

FUNCTIONAL:

- How to decide upon Parole/Probation restrictions that are reasonable and will facilitate the parolee's/probationer's adjustment.
- How to explain restrictions to a person, emphasizing the importance of conforming to these restrictions.
- How to communicate verbally with persons of varied backgrounds, establishing a rapport and mutual respect.
- Knowledge of behavioral science.

SPECIFIC:

- Knowledge of the individual's history and what elements in his environment may need restrictions.
- Conditions already imposed by the Parole Board/judge.
- Usual content and format of the agreement.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	60%	5%	5	5	1	4	PA.K. 45

GOAL:

OBJECTIVE:

TASK: Meets with/discusses specific inmates with the Parole Board, answering any questions they may have about an inmate's previously submitted progress reports, serving as a representative of the institution, in order to increase the Board Members' understanding of the inmate's attitude, conduct, potential and prognosis.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's explanations are clear, accurate, and complete; highlighting significant details.
- Worker's manner is courteous, direct and business-like.

NUMERICAL:

- Over X period of time, worker gives no more than X inaccurate items of information about inmates to Parole Board Members (i.e. makes sure he has facts straight).
- X% of Board Members state that worker's explanations are helpful and easy to understand.
- No complaints from Board Members about worker's manner/approach/attitude.

TRAINING CONTENT

FUNCTIONAL:

- How to elaborate on an inmate's progress report, responding to questions.
- Purpose and function of a Parole Board.
- Current philosophy and trend in penalogy.

SPECIFIC:

- Knowledge of the incidents described in the progress reports.
- S.O.P. for meeting with the Parole Board.
- Knowledge of case history/content of progress reports concerning inmates whose cases are being reviewed.

Objective | Coal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	70%	25%	5%	5	5	3	4	PA.K. 46

GOAL:

OBJECTIVE:

TASK: Examines and evaluates an inmate's prison record, interviews the inmate and reviews recommendations made by the staff in relation to the inmate's readiness for parole, complying with applicable State laws and regulations, in order to determine, with other members of the board, whether or not to grant parole.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker assures that a decision to parole is made at an appropriate time and leads to a better overall adjustment of the person under consideration.
- Examination is thorough and complete.
- Worker assures that the decision is fair and reasonable.

NUMERICAL:

- No paroles are granted that are in violation of State (or Federal) laws and regulations.
- Over X period of time, of all paroles granted, no more than X% incidents of recidivism.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate an inmate's readiness for parole (i.e., attitude, ability to handle money, goals or plans, etc.).
- How to interpret sections of the State laws (or Federal laws) as they apply to a specific individual's parole.
- How to interview persons of varied backgrounds to gather information about their readiness for parole.
- Knowledge of behavioral science.

SPECIFIC:

- Knowledge of S.O.P. for sessions of the Parole Board.
- Knowledge of the specific individual's crime, circumstances of the crime, prison record, etc.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	3	3	PA.K. 47

GOAL:

OBJECTIVE:

TASK: Gathers/compiles information regarding persons on work release, using a standard form to organize the data and including number of total participants, placements and amounts of earnings, in order to put together a report showing the total picture of the Work Release program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate.
- Report is organized in the prescribed format.
- Report is submitted in the prescribed amount of time.

NUMERICAL:

- No more than X number of errors per report.
- Report is completed in X amount of time.
- No more than X number of complaints that report is not complete over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to gather and organize information.
- Some knowledge of the Work Release program.

SPECIFIC:

- Knowledge of the standard format for organizing information.
- Where to find information needed.
- Knowledge of when and where to submit report.

Objective | Coal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	45%	50%	5%	3	3	1	4	PA.L 1

GOAL:

OBJECTIVE:

TASK: Writes letter/telephones/fills out application forms for admission to Halfway Houses on behalf of specific patients who will benefit from such living arrangements, stating patient characteristics, persuading manager that patient has potential to adapt to the house, in order to arrange or facilitate the acceptance of patient into a Halfway House.

Organizational Unit

Goal

Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statement of patient characteristics is straightforward, clear, accurate.
- Statements emphasize the positive qualities that will help patient adjust to the House.
- Contacts with Halfway House staff/manager are courteous, persuasive, professional.
- Applications, letters are accurate and neat, work completed with reasonable apeed.

NUMERICAL:

- In X time, at least X% of the patients recommended by worker to Halfway Houses are accepted.
- In X time, fewer than X number of complaints from Halfway House staff/managers that worker misled them about patient.

TRAINING CONTENT

FUNCTIONAL:

- How to write clearly, fill out forms.
- How to clearly state factual information.
- How to state patient traits positively, persuasively.
- How Halfway House services can contribute to patient's progress.

SPECIFIC:

- Halfway Houses available, their objectives.
- Personalities, character traits that will adapt to a Halfway House.
- Patient background, attitudes.
- Agency policy on letters, phone calls.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	90%	5%	5%	4	4	1	4	PA.L. 2

GOAL:

OBJECTIVE:

TASK: Writes/dictates ward progress notes at specified intervals, and as needed, identifying patient and stating number of contacts, own assessment of patient's attitude, behavior, and any other information that will facilitate the treatment staff's understanding of patient's progress, in order to make a record, periodically, of contacts with/observation of patient.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Ward progress notes accurately reflect worker's contact/observation with patient.
- Patient is clearly identified, other information is legible.
- Uses good judgement in assessing patient attitudes, behavior in terms of history, and treatment plan.
- Additional progress notes (other than required notes) are submitted whenever unusual, extreme behavior is noted.

NUMERICAL:

- At least X number of progress reports submitted per week.
- In X time, supervisor notes fewer than X number of progress notes that did not need to be submitted.

TRAINING CONTENT

FUNCTIONAL:

- How to write clearly and legibly.
- How to accurately identify patient, and behavioral information.
- How to communicate psychological/behavioral information to professional staff.

SPECIFIC:

- Format/forms used for progress notes.
- Information required in notes, other information desired.
- Purpose of progress notes.
- Number of notes required per week.
- Requirements for special ward notes.
- Knowledge of treatment plans for specified patients.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	4	4	3	4	PA.L. 3

GOAL:

OBJECTIVE:

TASK: Writes/composes a report containing patient background information, course of treatment in hospital, drugs and medications prescribed by medical staff during stay, and own recommendations, drawing information from available patient records and using own judgement based on psychiatric training and experience, in order to formulate a Disposition Summary for patients leaving the care of the ward.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report accurately contains all information required by hospital policy.
- Recommendations are based on sound interpretation of contact with patient and application of psychiatric training and experience.
- Information taken directly from ward charts (medications, diagnosis, etc.) is correctly copied.

NUMERICAL:

- In X time, fewer than X number of transcription errors are noted.
- In X time, supervisor notes fewer than X number of recommendations that are not consistent with the facts.

TRAINING CONTENT

FUNCTIONAL:

- How to write accurate, factual reports.
- How to state opinions, recommendations clearly, concisely, accurately.
- How to assess background information.
- How to assess the development modification of personality traits.

SPECIFIC:

- Required content of the summary.
- Use or purpose of the summary.
- Available information, location of charts.
- Type of recommendations expected.
- Purpose of treatment on the ward.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	80%	15%	5%	3	3	1	3	PA.L. 4

GOAL:

OBJECTIVE:

TASK: Prepares/writes up the initial charts concerning problem-oriented patients using institutional chart forms, listing the physician's prescribed orders for handling positive and negative behavior and how to handle specific problems, in order to prepare charts of patients' progress for staff reference.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Prepares complete and legible charts concerning problem-oriented patients.
- Follows the correct format.
- Works with reasonable speed.

NUMERICAL:

- Fewer than X complaints over X period of time that the charts are incomplete or illegible.
- Completes task within X time after information is available.
- Initial charts are prepared on specified institutional chart forms 100% of the time.

TRAINING CONTENT

FUNCTIONAL:

- Charting principles.
- Knowledge of negative/positive behaviors, treatment procedures.

SPECIFIC:

- Specific orders for the patient.
- Location of charting materials.
- Knowledge of the uses of the chart and its importance.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	75%	5%	20%	2	2	1	2	PA.L. 5

GOAL:

OBJECTIVE:

TASK: Posts/writes prescriptions on cardex file, preparing new cards for new patients or adding information when changes in medication are ordered for patients in order to update/maintain the pharmacy cardex file.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information posted is accurate and legible.
- Posts medication orders on the correct patient card.
- Prepares new cards as needed.
- Works with reasonable speed.

NUMERICAL:

- Posts correct medications on patient cards 100% of the time.
- Updates cardex file within X time after receipt of new orders.

TRAINING CONTENT

FUNCTIONAL:

- How to write legibly.
- Filing procedures.
- Knowledge of medical/pharmaceutical terms/procedures.

SPECIFIC:

- Location of cardex files.
- Posting procedures.
- When to post information.
- Who is authorized to submit changes.

Objective | Goal | Organizational Unit

ADMINISTRATIVE TSFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4A	1A	40%	55%	5%	3	4	1	4	PA.L. 6

GOAL:

OBJECTIVE:

TASK: Advises (in writing or verbally) probation officials/other juvenile or school authorities/county volunteer chairmen of patient's progress, needs of the patient when he returns to the community, and projected date of release in accordance with institutional policy, in order to coordinate patient's release with available community resources.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurately supplied to appropriate people/agencies.
- Worker clearly identifies services/controls needed by patient, is persuasive in advocating for these services.
- In all contacts, worker is courteous, professional.

NUMERICAL:

- Worker is able to secure needed services for patient in the community in X% of cases.
- In X time, fewer than X number of complaints from contacts that worker was abrupt, discourteous, indecisive.

TRAINING CONTENT

FUNCTIONAL:

- How to clearly state patient needs.
- How to persuade other persons that a particular course of action is best.
- How to correlate community resources with patient needs.
- How to relate patient status to the realities of the community as described by contacts.

SPECIFIC:

- Institutional policy for release of information, contact with each of these officials.
- Standardized concept of community services available.
- Patient status, prognosis.
- Institutional policy on initiating community contacts.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE USE.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4	1A	45%	40%	15%	5	5	1	4	P.A.J. 13

GOAL:

OBJECTIVE:

TASK: Discusses disposition of child's case with juvenile court representative, using information/data gathered about case, knowledge of needs of child and possible effects of various living situations, in order to jointly formulate recommendation/plan and prepare for court hearing.

Organizational Unit | Goal | Objective

ADMINISTRATIVE TASK

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, complete and pertinent.
- Plan/recommendation determined within reasonable length of time.

NUMERICAL:

- Appropriate plan/recommendation formulated in at least X out of X cases.
- All pertinent information is considered.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to organize information.
- Knowledge of child growth and development.
- Knowledge of diagnostic techniques.
- Verbal communication skills.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of law and court process.
- Awareness of community standards and attitudes.
- Awareness of cultural and ethnic group patterns as they relate to the community.
- Knowledge of living situations.
- Knowledge of needs of specific child.
- Knowledge of location of data concerning the case and how to gain access to it.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	80%	5%	15%	5	4	1	4	P.A.J. 14

GOAL:

OBJECTIVE:

TASK: Compiles/assembles information regarding case and recommendations based on available, collected information and worker's knowledge of the case, following agency policy in order to prepare for a court hearing regarding child ward of the court/agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, complete and pertinent.
- Information assembled within reasonable length of time.

NUMERICAL:

- All pertinent information assembled in all (100%) cases.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to organize information.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of law and court process.
- Knowledge of background, case history of specific child.
- Knowledge of sources of information concerning case.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE USE.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	80%	5%	15%	3	3	1	3	P.A.J. 15

GOAL:

OBJECTIVE:

TASK: Collects/assembles written information about case from agency records, in order to prepare data for court hearing.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, complete and pertinent.
- All pertinent information is assembled.
- Information is assembled within reasonable length of time.

NUMERICAL:

- All (100%) available, pertinent information is assembled.
- Data is prepared within agency time limits X% of the time.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to organize information.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of filing system - how it is organized and how to use it.
- Knowledge of sources of information.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85%	5%	10%	4	4	1	4	P.A.J. 16

GOAL:

OBJECTIVE:

TASK: Completes/signs juvenile court petition on basis of available case data, in order to comply with request for detaining order/hearing.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Petition completed in all (100%) cases.
- All (100%) available, pertinent information is utilized.

TRAINING CONTENT

FUNCTIONAL:

- Written communication skills.
- How to select pertinent information.
- How to organize information.
- Legal knowledge.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of juvenile court law and process.
- Knowledge of all available case data for specific case.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	55%	40%	5%	4	4	1	4	P.A.J. 17

GOAL:

OBJECTIVE:

TASK: Talks to/writes to appropriate local authority about need for hearing or detaining order, following local procedure and agency policy and guidelines, in order to request that a petition be filed.

Objective | Goal | Organizational Unit

ADMINISTRATIVE TREE

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Request for petition made in all (100%) appropriate cases.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to select pertinent information.
- How to organize information.
- Knowledge of law and legal processes.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of what constitutes evidence.
- Knowledge of the reason petition should be filed for specific case.
- Knowledge of local law and process.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	55%	40%	5%	5	4	1	4	P.A.J. 18

GOAL:

OBJECTIVE:

TASK: Talks to/explains to Juvenile Department representative the facts/evidence concerning case, in order to request that a detaining order be issued.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Request for detaining order made in all (100%) appropriate cases.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to select pertinent information.
- How to organize information.
- Knowledge of law and legal process.
- Knowledge of what constitutes evidence.
- Knowledge of human behavior.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of the reasons for requesting a detaining order in each specific case.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE TRIO

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	75%	10%	15%	4	4	1	4	P.A.J. 19

GOAL:

OBJECTIVE:

TASK: Writes/dictates periodic report(s) for the court, stating any changes/current status of situation, recommending possible changes in plan (return of child to home, change in living situation, etc.) and circumstances prompting such considerations, in order to inform court of current status of case/seek approval for changes in agreement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report is accurate, complete and pertinent.
- Report is completed by date due.

NUMERICAL:

- Report is prepared and submitted by due date in at least X out of X cases.
- The reports not completed by the due date shall be completed within the following X period of time.
- No more than X valid complaints received within X period about worker and/or report.

TRAINING CONTENT

FUNCTIONAL:

- Written communication skills (including basic grammar and punctuation).
- How to select pertinent information.
- How to prepare a narrative report.
- How to use dictating equipment.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of current status of case.
- Knowledge of court process.
- Knowledge of format court uses for report.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	50%	45%	5%	5	4	1	4	P.A.J. 20

GOAL:

OBJECTIVE:

TASK: Explains/answers questions about case during hearing, supplying supplementary information about case as may be requested by the court, using knowledge of case and of child's physical/psychological condition, in order to provide court with information available/necessary for decision to be made.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanations are well-organized.
- Worker's statements are clear and concise.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Court is provided with necessary information in all (100%) cases.
- No more than X valid complaints received during X period about worker and/or presentation.
- All pertinent information is included.

TRAINING CONTENT

FUNCTIONAL:

- Verbal communication skills.
- How to select pertinent information.
- How to make court presentation.
- Knowledge of child psycho-social and psycho-motor development.
- Knowledge of legal process.
- Knowledge of what constitutes evidence.
- Understanding of ethical considerations in relation to utilization of information.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of the specific child's case history, physical and psychological condition.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	55%	40%	5%	5	4	1	4	P.A.J. 21

GOAL:

OBJECTIVE:

TASK: Presents/explains recommendation to court during detention hearing, using knowledge of case, agency policy/detention guidelines in order to assist court in making detention decision.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Presentation is well-organized, succinctly stated.
- Information is accurate, complete and pertinent.

NUMERICAL:

- Recommendation is explained in all (100%) cases.
- No more than X valid complaints received within X period about worker and/or presentation.
- All pertinent information is included.

TRAINING CONTENT

FUNCTIONAL:

- Verbal communication skills.
- How to select pertinent information.
- How to organize information and presentation.
- How to make court presentation.
- Knowledge of legal process.
- Knowledge of what constitutes evidence.
- Understanding of ethical considerations in relation to utilization of information.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Knowledge of case history of specific client being considered for possible detention.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	35%	60%	5%	4	4	1	4	P.A.J. 22

GOAL:

OBJECTIVE:

TASK: Advises/discusses the court process/recommendations with parent(s) explaining reasons for procedure/recommendations, encouraging parent(s) to ask questions and to express concerns/anxieties, in order to assure that parent(s) understands the court process, the recommendations being made, and the reasons for the recommendations.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is understanding.
- Worker's statements are clear and concise.
- Explanation and information are accurate, complete and pertinent.

NUMERICAL:

- Agency recommendations discussed with parents in all (100%) cases.
- No more than X valid complaints received within X period of time about worker.

TRAINING CONTENT

FUNCTIONAL:

- Verbal and non-verbal communication skills.
- How to select pertinent information.
- How to organize information and presentations.
- Knowledge of dynamics of human behavior.
- Knowledge of law and court process.
- How to bring out and deal with concerns and anxieties.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Awareness of community standards and attitudes.
- Awareness of cultural and ethnic group patterns as related to the community.
- Knowledge of the recommendations made for the specific case and the reasons they were made.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	2	1A	35%	60%	5%	2	2	1	3	P.A.J. 23

GOAL:

OBJECTIVE:

TASK: Contacts/telephones persons about time/place of the court hearing, offering transportation, if appropriate, in order to inform/remind them informally that hearing will take place.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, complete and pertinent.
- Information given sufficiently in advance of date.

NUMERICAL:

- Persons informed correctly in all (100%) cases.
- Transportation is arranged in all cases, where appropriate.
- Worker contacts X% of persons scheduled for hearings.

TRAINING CONTENT

FUNCTIONAL:

- How to use telephone.
- Communication skills.
- How to select pertinent information.

SPECIFIC:

- Knowledge of agency policy and guidelines.
- Basic knowledge of court procedures.

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE TECH.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	40%	55%	5%	3	3	1	3	P.A.J. 24

GOAL:

OBJECTIVE:

TASK: Checks out/investigates leads acquired from family and official sources (Bureau of Criminal Investigation (BCI)), drivers licence, social security records, etc., about the possible location of a missing person in order to locate missing family member.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Contacts persons in the proper manner (tactful and polite).
- Thoroughly checks leads given.

NUMERICAL:

- All leads are investigated until person is located.
- In X time, fewer than X complaints from contact persons about worker's methods and manner in checking leads.
- In X time, X% of missing persons are located.

TRAINING CONTENT

FUNCTIONAL:

- Protocol for contacting people when searching for missing persons.
- How to recognize a new lead from information obtained.

SPECIFIC:

- Leads given for a specific case.
- Agency policy for contacting various sources.
- Information that can be released when explaining reasons for contact.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	75	20	5	5	5	1	4	P.A.J. 25

GOAL:

OBJECTIVE:

TASK: Searches for/examines information about a person who has been found guilty of a crime; interviewing individual involved, close relatives, employers, etc.; researching school, military and police records; following up on any promising leads while also covering all items specifically requested by the judge; following agency S.O.P., on basis of findings making recommendations to the court as necessary in order to prepare a presentence investigation report for the judge.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Presentence investigation is thorough, and accurate covering those aspects specifically requested by the judge.
- Worker follows up on information that may have a bearing on sentencing.
- Any recommendations made reflect sound judgement and an accurate interpretation of the facts.
- Report is clear, thorough and well organized.

NUMERICAL:

- Over X period of time at least X% of presentence investigation reports submitted are approved by the judge.
- Over X period of time, at least X% of recommendations made by the worker are used by the judge.
- Presentence investigation report submitted on time in all (100%) cases.

TRAINING CONTENT

FUNCTIONAL:

- How to conduct an investigation about a person-following the appropriate channels.
- How to interview a person and research records to find pertinent information that could apply to sentencing.
- How to compose a realistic recommendation for a judge.
- How to compose a thorough, clear, well organized report.

SPECIFIC:

- Basic identifying information already known about the person under investigation.
- Sources that are available for investigation and how to tap these sources.
- Special requests of the judge.
- Format for the report.
- Knowledge of the legal process.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	60%	30%	10%	3	3	3	3	PA,K, 1

GOAL:

OBJECTIVE:

TASK: Checks commitment papers (mitimus) which accompanies a new arrival; inventories valuables, confiscated items and issues a receipt for same; notes complaints of brutality or loss of property while in custody of the sheriff's office; and issues a receipt to the prisoner, in order to accept responsibility, as the agent of the institution, for the custody of the prisoner.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker exercises care in inventory of money, valuables.
- Worker is non-judgemental, impartial in noting complaint of prisoner against sheriff's office/ escort.
- Accurately reviews mitimus for commitment authority.

NUMERICAL:

- In X time, fewer than X prisoners admitted without necessary paperwork.
- In X time, fewer than X number of errors in inventory of valuables.

TRAINING CONTENT

FUNCTIONAL:

- How to read a legal document for specific facts.
- How to inventory valuables.
- How to listen to a complaint, elicit information, and record it.

SPECIFIC:

- Required elements of the mitimus.
- Controlled/banned items in the institution.
- Procedure for custody of valuables.
- Responsibility of escort/receiving official.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	70	20	10	4	4	1	3	PA.K. 2

GOAL:

OBJECTIVE:

TASK: Examines inmates case record (entering and institutional), checking circumstances of conviction, behavior problems outside and inside the institution, and applying past experience and knowledge of penal philosophy, asking for clarification or additional information from other workers as necessary, and following agency S.O.P., in order to offer recommendations to the classification committee about a new inmate's security rating or chaging an inmate's present security rating.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Recommendations are appropriate and realistic for each specific case.
- Evaluation is thorough and complete.
- Carefully considers all available information.

NUMERICAL:

- Over X time, fewer than X recommendations are judged to be inappropriate.
- Over X period of time, fewer than X recommendations indicate failure to completely consider all aspects of the case as judged by supervisor.
- Recommendations are made in X time after notification.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of penal institutions and security requirements
- How to examine case records and determine appropriate recommendation
- How to organize information concerning social functioning from various reports/sources into a report

SPECIFIC:

- Location of case records and S.O.P. for obtaining them
- How the task contributes to subsystem goals and objectives
- Specific security requirements for the institution
- Knowledge of security rating system used by the institution

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	40%	55%	5%	3	3	1	4	PA.K. 3

GOAL:

OBJECTIVE:

TASK: Describes/explains/clarifies to new patients/clients/residents, the general institutional behavioral expectations and the consequences of inappropriate behavior, following specific check list for coverage of topic, but exercising discretion in presentation, based upon own assessment of patient/client/resident's comprehension and acceptance in order to familiarize the patient/client/resident with the institition's guidelines for patient/client/resident conduct.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is patient, speaks distinctly and clearly, repeating statements as necessary.
- Worker is alert, sensitive to patient/client/resident and any indications of doubt/resistance.
- Worker is careful to cover subject comprehensively.

NUMERICAL:

- In X time, at least X% of patients/clients/residents interviewed subsequently by Unit Directors, demonstrate an understanding of the behavioral expectations.
- In X time, fewer than X number of complaints from patients/clients/residents that worker was rude or impatient.

TRAINING CONTENT

FUNCTIONAL:

- How to speak clearly/distinctly.
- How to make explanation clearly, at the level of understanding of the patient without being condescending.
- How to assess evidence of doubt/resistance.
- How to modify delivery of information to adjust to own assessment of client/patient/resident reactions.

SPECIFIC:

- Format/checklist of behavioral expectations.
- Consequences for specific misbehaviors.
- What to do if patient/client/resident is confused/resistive.
- Institutional guidelines for patient/client/resident conduct.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	1A	45%	50%	5%	2	1	1	1	PA.K. 4

GOAL:

OBJECTIVE:

TASK: Calls/telephones an inmate's dormitory upon arrival at the institution, after having left the grounds with the inmate, in accordance with S.O.P., in order to report the inmate's return.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Telephone call is made promptly and all essential information is given.

NUMERICAL:

- Always calls immediately (unless arriving after hours).
- No complaints from co-workers that worker's information is unclear or vague.

TRAINING CONTENT

FUNCTIONAL:

- Telephone manners.
- How to give simple information over the phone.

SPECIFIC:

- Institutional S.O.P. for when to phone.
- How to use institutional phone.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	35%	45%	20%	3	3	3	3	PA.K. 5

GOAL:

OBJECTIVE:

TASK: Inventories/checks clients personal property accumulated in his cell and his account with the institution, checking for positive ownership, removing articles belonging to other clients or the institution, referring to cashier's report concerning the client's account, discussing with the client whether he can arrange for payment of outstanding debts or the return of merchandise following agency S.O.P., in order to clear the client for discharge.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully inspects all articles.
- Arranges for the closing of the client's account.
- Worker is tactful and considerate of clients feelings and rights.
- Carefully checks cashier's report.

NUMERICAL:

- Over X period of time, fewer than X articles belonging to the institution or other clients are missed by worker.
- Always arranges for payment or return of merchandise.
- In X time, fewer than X valid complaints from clients that worker was rude, rough, etc.

TRAINING CONTENT

FUNCTIONAL:

- How to conduct an inventory.
- Knowledge of the rights of the client.
- How to deal with potentially hostile persons in a tactful manner.

SPECIFIC:

- How articles belonging to the institution are marked.
- Identification of personal property of specific client.
- Options available to the client for settling cashier's account.
- S.O.P. for confiscating articles.

Objective | Coal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Mat...	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3D	1A	1A	35%	5%	60%	2	2	1	2	PA,K, 6

GOAL:

OBJECTIVE:

TASK: Visually inspects/searches the area for contraband using a flashlight, a probe, or any other necessary tools, in accordance with S.O.P., for conducting shakedown, in order to locate and confiscate any unauthorized items that are on the premises.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Searches the area thoroughly and completely.
- Works with reasonable speed.
- Accurately identifies articles of contraband.
- Attentive to details.

NUMERICAL:

- On a follow-up check, worker misses no more than X items of contraband in X amount of time.
- Completes the shakedown of X area in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to conduct a shakedown for contraband.
- Knowledge of penal security requirements.

SPECIFIC:

- Articles and substances considered contraband in the specific institution.
- S.O.P. for when to conduct a shakedown.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	2B	60 %	20 %	20 %	2	2	1	2	PA.K. 7

GOAL:

OBJECTIVE:

TASK: Rolls a person's fingers on an ink pad and presses each finger onto the appropriate box of a fingerprint card, types basic identifying information onto the card, following institutional procedures, in order to take the person's fingerprints.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Assures that the fingerprints are clear.
- Completely/accurately fills out the fingerprint card.

NUMERICAL:

- Over X period of time, no more than X instances when the person's name, etc., is misspelled on the card.
- Over X period of time, no more than X instances when the fingerprints have to be retaken because they were unclear/smeared, etc.

TRAINING CONTENT

FUNCTIONAL:

- How to take fingerprints.
- How to spell names, etc., correctly.
- Fundamentals of using a typewriter.

SPECIFIC:

- Institutional procedure for taking fingerprints, location of supplies, etc.
- How to use X brand of typewriter.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85%	5%	10%	4	4	1	4	PA.K. 8

GOAL:

OBJECTIVE:

TASK: Examines/evaluates rules/regulations concerning procedures, in conjunction with the present situation/problems in the cell block, applying knowledge of security requirements for a penal institute, in order to formulate or recommend elimination of regulations for supervisor's review and possible approval.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker assures that proposed rules reflect the changing needs of the institution.
- Worker recognizes outdated regulations and recommends their elimination.

NUMERICAL:

- Over X period of time X% of suggested changes are determined to be appropriate and directed to improving security as judged by supervisor.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of security requirements for a penal institution.
- Up-to-date knowledge on changing philosophy for corrections and society's attitudes.
- How to recognize outdated regulations.

SPECIFIC:

- The specific problems which need attention.
- Routine procedures for suggested changes in regulations.
- Knowledge of the present situation in the cell block.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	40%	45%	15%	3	3	1	3	PA.K. 9

GOAL:

OBJECTIVE:

TASK: Issues instructions to inmates/sounds alarms or other signaling devices when a disturbance is noted, exercising discretion in guaging the volatility of the incident and the approximate amount of force needed to control the situation, in order to clear the scene of the incident of inmates who have not yet become involved or who wish to withdraw voluntarily.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker exercises good judgement in analysis of the incident, response to the situation.
- Instructions are issued in a calm, firm voice.
- Care is exercised to utilize the proper alarm system.

NUMERICAL:

- In X time, no improper use of the alarm system has occurred.
- In X time, fewer than X complaints that worker's manner was excitable, abusive, or hesitant.

TRAINING CONTENT

FUNCTIONAL:

- How to retain composure in a crisis.
- How to distinguish the potential for violence from lesser disturbances.

SPECIFIC:

- Alarm systems at the institution.
- Policy on inmate conduct.
- Lines of authority, responsibility for each level of authority.
- Standard procedure for clearing the scene of a disturbance.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	2A	40%	15%	45%	2	2	1	3	PA.K. 10

GOAL:

OBJECTIVE:

TASK: Listens/watches for alarm notification of fire, escapes, calls for assistance, etc; following S.O.P.'s for each alarm system for notification and subsequent action, manipulating or adjusting dials as specified, in order to monitor the various alarm systems used by the institution.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- The worker is aware of/alert for the specified alarm notification (buzzer, bell, lights, etc.)
- Worker accurately follows S.O.P.'s for each alarm system.
- Messages to designated personnel are brief, to the point, and clear.

NUMERICAL:
- In X time, no alarm is set off for more than X amount of time, before it is observed by worker.
- In X time, fewer than X errors in procedures for alarm notification or action.

TRAINING CONTENT

FUNCTIONAL:
- How to distinguish between similar signals.
- How to remain calm in crisis situation.
- How to speak clearly and distinctly.

SPECIFIC:
- S.O.P.'s for each alarm system used.
- The purpose and priority of each alarm system.
- Action required by total institution staff for each alarm.
- How each alarm is set off, rearmed.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	65%	30%	5%	4	4	1	4	PA.L. 7

GOAL:

OBJECTIVE:

TASK: Observes, assesses relationships between patients of the ward, discouraging relationships which are determined (by team decision) to be detrimental to the development of one or both patients, recommends physical separation, if necessary, in order to promote the development of healthy inter-personal relationships on the ward.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Backgrounds, problems of patients are thoroughly considered; if both patients are not primary responsibility of worker; appropriate co-worker is consulted.
- Observations are discreet, but extensive enough to establish the nature of the relationship (dependency situation, time spent together, conflict patterns, etc.).
- Separation of the individuals is well planned; not obtrusive or ineffective.

NUMERICAL:

- In X time, at least X% of the relationships of patients questioned by worker are supported by team decision.
- In X times, fewer than X instances of relationships which were declared detrimental have not been effectively discouraged within X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to correlate patient personality characteristics with qualities seen in patient interaction.
- How to recognize developing interrelationship qualities/problems.
- How to effectively discourage forming relationships.
- How to recognize healthy signs of personality development.
- Thorough knowledge of human dynamics.

SPECIFIC:

- Options in ward living assignments, scheduling.
- Behavior, relationships desired on ward.
- Who has primary responsibility for each patient.
- How the team decision is made.

Objective | Goal | Organizational Unit

AMERICAN INST. RES.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	60%	35%	5%	5	4	1	4	PA.L. 8

GOAL:

OBJECTIVE:

TASK: Reviews progress notes from various departments and notes of own contact, observes patient interacting with other patients, checking diagnosis with staff doctor, if necessary, and confirming initial impressions by further observation or personal contact with patient, in order to assess patient's motivation.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Thoroughly reviews available progress notes for evidence of patient motivation.
- Discreetly observes patient while he interacts with other patients for signs of interest, complacency, docility, etc.
- Evaluation is bolstered, if necessary, by interview with patient.
- Assessment is objective, but reflects insight.

NUMERICAL:

- In X time, assessment by supervisor has at least X% correlation with that of worker.
- In X time, at least X% of patients worker has identified as poorly motivated are so identified by psychiatric staff on review.

TRAINING CONTENT

FUNCTIONAL:

- How to scan written reports for specific information.
- How to discreetly observe patient for specific purpose.
- How to verify impression through an interview situation.
- Thorough knowledge of dynamics of human behavior.

SPECIFIC:

- Available patient records.
- Patient diagnosis, prognosis.
- Institutional policy in discussing diagnosis with doctor.
- Objectives of treatment.
- Relative importance of motivation.

PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE TECHNOLOGY INC.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	4	1	4	PA.L. 9

GOAL:

OBJECTIVE:

TASK: Writes orders transferring patient from locked ward to unlocked ward, basing judgement on patient's behavior and treatment plan, using prescribed form and following institutional policy, in order to authorize movement of patient between wards.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker accurately specifies action he desires in written orders.
- Dates, times are clearly specified.
- Patient correctly identified.
- Transfer of patient is consistent with patient behavior and his treatment plan.

NUMERICAL:

- In X time, fewer than X number of orders written transferring patients, the worker erroneously transferred patient.
- In X time, at least X% agreement by supervisor that patient should be transferred.

TRAINING CONTENT

FUNCTIONAL:

- How to fill out a standard form.
- How to interpret written policy.
- Knowledge of behavioral science/psychiatry.

SPECIFIC:

- Institutional policy on transfer of patients.
- Forms required to transfer patients.
- Requirements, purposes of each ward.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	60%	35%	5%	5	4	1	3	PA.L. 10

GOAL:

OBJECTIVE:

TASK: Evaluates/assesses tentative treatment plan for a juvenile using own appraisal of records/data concerning the patient, personal observation of patient and knowledge of psychology and/or group therapy, discusses the plan with Director of Counseling and resident psychiatrist, securing their suggestions and recommendations in order to develop a firm treatment plan for their approval.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Plan is realistic and consistent with institutional policy.
- Worker's plan is thorough, beneficial to juvenile, and applicable to the institutional situation.
- Discussion is beneficial.
- Worker discusses plan clearly, precisely and thoroughly.

NUMERICAL:

- Over X period of time, at least X% of worker's plans are approved as developed - at least X% of worker's plans are approved with only minor alterations.
- Over X period of time, no more than X number of complaints are received concerning worker's ability to discuss a plan and/or act on advice.
- Discussion occurs within at least X number of days of juvenile's admission or change in status.

TRAINING CONTENT

FUNCTIONAL:

- How to discuss treatment plan thoroughly and precisely.
- How to evaluate data to determine possible/optimal approaches.
- Working knowledge of psychology or social work techniques/principles.
- How to apply advice.

SPECIFIC:

- Knowledge of own plan and suggestions made to improve it.
- Knowledge of juvenile to be treated, his past behavior and test results.
- Knowledge of Director of Counselors and the psychiatrist.
- Knowledge of institutional policy as it relates to the task.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	50%	45%	5%	5	5	1	4	PA.L. 11

GOAL:

OBJECTIVE:

TASK: Analyzes/determines (usually in consultation with treatment staff) why a patient is not making progress toward treatment goals, verifying existing treatment plan and procedures, and exercising professional judgement in assessing alternative approaches and subsequently modifying the treatment plan in order to develop effective treatment plans for patients who are not currently demonstrating progress.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Analysis is thorough; consideration of patient history, extenuating circumstances is complete and professional.
- Exercises good judgement in the selection of alternative approaches to the problem.
- Worker is sensitive to the opinions of treatment staff, considers their suggestions; but must make the final decision.

NUMERICAL:

- In X time, fewer than X complaints from staff that they were not consulted/their suggestion ignored.
- In X time, caseload review by supervisor results in professional agreement in at least X% of cases reviewed.

TRAINING CONTENT

FUNCTIONAL:

- Extensive knowledge of the behavioral/social/emotional/therapeutic processes.
- How to assess the causes of failure of a treatment program and relate this information to a new treatment approach.
- How to establish treatment plans.
- How to solicit information/opinion from staff.

SPECIFIC:

- How the treatment process is implemented at the hospital.
- Lines of responsibility for treatment.
- Treatment alternatives available; time constraints, staff realities, patient positives/negatives.
- Normal process for consulting with staff.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE TECH.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	65%	30%	5%	5	4	1	4	PA.L. 12

GOAL:

OBJECTIVE:

TASK: Assesses the effect on the patient of influences external to the hospital; with knowledge and permission of patient contacting families, attorneys, other community sources, institutional officials as necessary in the development of an understanding of the reality conditions with which patient must cope; exercising discretion in following up on leads discovered during the interviews, in order to gain an insight into the environment into which the patient must eventually adjust and eliminate barriers critical to patient's progress.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker reserves judgement until he has developed as comprehensive a picture of the client's situation as possible.
- Worker is alert to recognition of leads which may sharpen his understanding of the client.
- Care is exercised to contact persons who can clarify those situations that seem to be most critical as barriers to patient's progress.

NUMERICAL:

- In X time, fewer than X% of workups must be revised later because of misrepresentation of data available at the time of workup, or omitted at that time.
- In X time, fewer than X number of complaints from persons interviewed by worker about attitude, manner, or courtesy.

TRAINING CONTENT

FUNCTIONAL:

- How to assess information obtained in interview situations in terms of previously established facts.
- How to conduct interviews, follow up on leads.
- How various social pressures can affect persons with behavioral problems.

SPECIFIC:

- Patient's problem, attitudes, etc.
- Whom to contact, how, their attitudes, etc.
- Hospital policy on confidentiality.
- Prognosis for patient.
- Procedure for contacting community sources, attorneys, institutional official.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	45%	50%	5%	5	5	1	4	PA.L. 13

GOAL:

OBJECTIVE:

TASK: Encourages patients to verbally present their problems at group therapy sessions in relatively structured supervised setting, attempting to focus the discussion upon problems which have relevance for one or more of the group, exercising discretion tempered by staff instructions and team decisions in permitting/controlling discussion content which may affect the vulnerability of individual patients during the session, in order to stimulate the patients' consideration of problems and initiate a process of self-analysis and problem solving.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker alertly observes patient interactions, reactions, withdrawal, etc., during session.
- Worker uses good judgement in directing discussion to a topic which tends to intimidate a particular patient.
- Worker is non-authoritarian, empathetic, professional, non-judgemental.
- Worker is aware of, and functions within special instructions of staff doctors/team.

NUMERICAL:

- In X time, fewer than X number of complaints from team members/professional staff that worker has disregarded specific instructions.
- In X time, supervisor notes fewer than X number of instances where patients withdraw during group therapy because worker has allowed them to become too vulnerable.
- In X time, supervisor notes fewer than X number of instances of worker's inability to cope with situations not covered by instructions.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of dynamics of group therapy.
- How to assess an individual's functioning capacity during group therapy.
- How to encourage/promote verbal participation.
- How to discreetly direct the discussion, prevent monopolization.
- How to intercede when a patient becomes too vulnerable.

SPECIFIC:

- Scheduled time for group therapy, patient list.
- Specific staff or team decision about specific patients.
- Patient background charts, information.
- Objective of group therapy.
- Institutional policy about group therapy.
- Options available during group therapy sessions; access to supervision.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

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PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	40%	55%	5%	4	4	1	4	PA.L. 14

GOAL:

OBJECTIVE:

TASK: Talks to/asks questions of/responds to family members of patients, encouraging them to discuss patient's hospitalization, prospects for readjustment to the family environment, and any fears or doubts, informing them of the diagnosis and treatment plan, and its meaning in terms of family dynamics, involvement, and commitment, in order to help the family understand and cope with their role in the patient's treatment.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is courteous, professional, empathetic in contacts with family members.
- Worker encourages the family members to be open and frank with him, is open and frank in return.
- Groundwork for patients' return to the home is carefully laid.

NUMERICAL:

- In X time, fewer than X number of complaints about worker's manner, attitude.
- In X time, worker is able to establish rapport with at least X% of families.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of social work practice/philosophy.
- How to function in small group settings.
- How to convey information clearly.
- How to be sensitive to doubts, fears.
- How family dynamics function (especially in a crisis situation).
- How to assess attitudes.

SPECIFIC:

- Background of family, diagnosis, prognosis of patient.
- Institution policy on family counseling.
- Workload priorities, time allotted.
- Options available to family, patient.
- Needs of patient, source of information.

Objective | Goal | Organizational Unit

ALTERNATIVE TECH.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	40%	55%	5%	5	4	1	4	PA.L. 15

GOAL:

OBJECTIVE:

TASK: Talks with client/client's family discussing/exploring/recommending ways to ease client's adjustment back into the community after residence in an institution or group home, answering any questions they may have, following agency S.O.P., in order to facilitate client's adjustment back into the community.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's recommendations are useful, valid.
- Worker's manner is pleasant, encouraging.
- Worker tries to elicit suggestions from family regarding ways they might help client readjust.

NUMERICAL:

- X% of client's talked with express approval of worker's suggestions over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of social work.
- Typical problems of readjustment after residence in an institution.
- How to help people identify and plan for resolution of anticipated problems.

SPECIFIC:

- Client's situation, family and community relationships.
- Client's case history (length of stay in the institution, progress made, etc.).
- Knowledge of agency S.O.P.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	35%	60%	5%	4	4	1	4	PA.L. 16

GOAL:

OBJECTIVE:

TASK: Talks, listens, discusses client's situation with client/client's family and staff members of the institution or group home where client is to be placed, concerning goals, objectives, and procedures involved in the treatment plan for the client, in order to sharpen the client's/client's family's understanding of the plan for the client and help them understand institutional policies/procedures.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Understands plan/policies well enough to answer questions to client's/client's family's satisfaction.
- Worker's manner is helpful, pleasant, friendly.

NUMERICAL:

- X% of clients'/client's family addressed, understand the institutional policies and client's plan, over X period of time.
- No more than X complaints concerning worker's manner, over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to relate to people, clarify information for them.
- How to explain policies and procedures.
- How to provide emotional support to individuals during periods of stress.

SPECIFIC:

- Specific nature of client's problem and goals and objectives of the treatment plan.
- Institution's/group home's, policies/procedures.

Objective | Goal | Organizational Unit

ADMINISTRATIVE REQ.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45%	50%	5%	5	5	1	4	PA.L. 17

GOAL:

OBJECTIVE:

TASK: Talks/listens/discusses client's family and community relationships with institutional/group home staff members, offering own observations/evaluations of client's social situation/needs/potential, in order to provide the institution/group home staff with additional referral information.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is familiar enough with client's situation to provide staff members with important, relevant information.
- Discussion is clear, concise, easy for others to relate to.

NUMERICAL:

- All relevant, important information is provided to the institution/group home before client's entry.
- X% of staff members addressed report on understanding of worker's information over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to convey information clearly, concisely and answer questions about presented subject.
- How to evaluate/observe a client's social situation and share observations with other people.
- Knowledge of helping services/methods/principles/techniques.

SPECIFIC:

- Client's social history, family/community relationships.
- Specific institution/group home client is entering.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	45%	50%	5%	5	5	1	4	PA.L. 18

GOAL:

OBJECTIVE:

TASK: Counsels patients (individually or in small groups) about specific types of problems (i.e., marriage counseling, sex education, etc.), as these patients are referred by staff or co-workers, in scheduled appointments, basing exchange with patient(s) on specific training in that area and patient needs as identified in session, or through case history, in order to help the patient understand the dynamics of the situation and his own involvement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Patients are counseled individually or in groups according to good judgement in the assessment of their needs.
- Information provided relates to needs expressed by patient or identified by worker.
- Worker's manner is non-judgemental, professional and respectful.
- Patients' are scheduled for counseling as quickly as schedule allows.

NUMERICAL:

- In X time, fewer than X number of patients are not scheduled within X days of referral.
- In X time, supervisor reviews notes, fewer than X criticisms of worker decisions to counsel patient in group rather than individually, or individually rather than in group.

TRAINING CONTENT

FUNCTIONAL:

- How to relate the dynamics of the area of counseling (marriage counseling, sex education, etc.) to the patient and his situation.
- How to present technical information clearly and briefly in terms understandable to the group.
- How to detect uncertainty, fears, doubts.
- How to elicit information from patient in counseling situation.
- How to focus patient's attention on particular aspects of the problem.

SPECIFIC:

- Why the patient was referred, by whom.
- Patient history, availability of records.
- Information available (visual aids, pamphlets, etc.).
- Time allotted, patient's schedule, own priorities.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	1	2	PA.L. 19

GOAL:

OBJECTIVE:

TASK: Locates and collects interesting and uncomplicated material suitable for the education of mentally retarded students, using own judgement as to material applicability, considering lesson plans, audio-visual aids, and subject matter, in order to provide materials of interest and value to mentally retarded persons.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Lesson material is interesting and useful for educating the mentally retarded.
- Lesson material is collected in a reasonable amount of time.

NUMERICAL:

- Over X period of time, no more than X number of complaints are received from staff and/or students as to lessons, interest level, and/or use.
- Lesson material is selected in no more than X number of minutes.
- Upon review by supervisor, X% of the materials selected are deemed appropriate/valuable for education of the mentally retarded.

TRAINING CONTENT

FUNCTIONAL:

- How to select and recognize materials which are interesting and useful for education of the mentally retarded.
- How and where to acquire educational material and resources.

SPECIFIC:

- Knowledge of specific lesson plans.
- Knowledge of students, their interests, and needs.

Objective | Goal | Organizational Unit

AMERICAN INSTITUTES FOR RESEARCH

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	60%	35%	5%	4	4	1	4	PA.L. 20

GOAL:

OBJECTIVE:

TASK: Decides/determines/asks questions about/states opinions of, specific components of the treatment plan at team meetings, charting positive/negative behavior of patients as identified by unit director, specifying how particular behavior will be reinforced/modified, clarifying the role of ancillary staff, and providing for notification of patients in order to organize the resources of the hospital into an effective specific treatment effort.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Attention is given to inclusion of those resources which will support or improve the treatment plan.
- Statements/specifications/charting remarks are definite, specific rather than general.
- Care is exercised that patient characteristics as identified by doctor are accurately charted.

NUMERICAL:

- In X time, fewer than X number of complaints from unit director about errors in charting of patient characteristics, statement of treatment plan.
- In X time, fewer than X number of instances when notification of patient is left in doubt.

TRAINING CONTENT

FUNCTIONAL:

- How to interact in a group meeting.
- How to express opinion/disagreement objectively.
- Knowledge of the meaning of various behavioral characteristics, patterns and dynamics.

SPECIFIC:

- Operation of the hospital, roles of staff.
- Supportive, or ancillary staff, their abilities and time commitments.
- Lines of responsibility concerning treatment.
- Hospital policy regarding behavior modification.
- Standard rules for patient conduct.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4A	1A	40%	55%	5%	4	4	2	4	PA.L. 21

GOAL:

OBJECTIVE:

TASK: Arranges for/coordinates/oversees placement of student nurses at the hospital, ensuring that they have the required practical experience recommended in their instructor's lesson plans, suggesting special readings, making certain that dormitory space, meals, etc., are available as specified in the contract, in order to provide student nurses with the opportunity for a practicum in an institutional setting.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The student nurses' stay goes smoothly and is a meaningful learning experience.
- Preparations are complete.
- Recommendations to instructor or students are appropriate and offered in a spirit of cooperation.

NUMERICAL:

- All stipulations of the contract are met.
- X% of schools contracting with the institution express the desire to contract again.
- In X time, X% of instructors state that they feel the students' experiences in the ward were well-coordinated with lesson plans and objectives.

TRAINING CONTENT

FUNCTIONAL:

- How to select actual nursing experience to supplement classroom instruction.
- Books, readings and other resources current in the field of nursing.
- How to arrange for meals and lodging for a large group.
- Current trends and methods in the field of nursing.
- How to collaborate with another instructor for "team teaching".

SPECIFIC:

- Stipulations of the contract.
- How to work with the head nurses in arranging ward experience for the students.
- Institutional S.O.P. for lodging and meals.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

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ADMINISTRATIVE TECH.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3B	1A	55%	40%	5%	4	4	1	4	PA.L. 22

GOAL:

OBJECTIVE:

TASK: Discusses/explains/clarifies the treatment program, its methods and expectations to a new client at the initial interview, encouraging the client to cooperate, explaining the necessity for the client to authorize treatment in order to secure the patient's signature/approval for treatment authorization.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully describes treatment/therapy methods and expectations in terms the client can understand.
- Worker is encouraging and persuading.
- Accurately perceives client understanding of treatment expectations.

NUMERICAL:

- Secures treatment authorization for X% of clients over X period of time.
- Over X period of time fewer than X clients complain that they signed the authorization form without understanding its implications.

TRAINING CONTENT

FUNCTIONAL:

- A thorough knowledge of the treatment program.
- How to persuade a client to cooperate.

SPECIFIC:

- The approach necessary to persuade the specific client.
- Background information on the client.
- Knowledge of the purpose of the authorization form.

PERFORMANCE STANDARDS

TRAINING CONTENT

Organizational Unit

Goal

Objective

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	1A	40%	55%	5%	2	3	1	3	PA.L. 23

GOAL:

OBJECTIVE:

TASK: Explains/clarifies the ward routine, activities schedule and responsibilities to a new patient, answering questions and pointing out the various locations where activities take place, in order to acquaint the client with the expected routine of his assigned ward.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Clearly explains the routine in easily understood terms.
- Carefully determines if the client understands.
- Repeats and clarifies the routine as often as necessary.
- Encourages client to ask questions and gives appropriate answers.

NUMERICAL:

- Over X period X new clients demonstrate an understanding of the routine in X time.
- Fewer than X complaints from clients that worker explanation was unclear.
- Fewer than X complaints from clients concerning worker's manner.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills, i.e., how to explain a routine and give directions.
- How to work with emotionally disturbed adults.
- How to perceive if a client grasps an explanation.

SPECIFIC:

- The routine of the ward to which the client is assigned.
- How the task contributes to the subsystem's goals and objectives.
- Knowledge of various locations where activities take place.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	60%	5%	5	5	1	4	PA.L. 24

GOAL:

OBJECTIVE:

TASK: Consults with (talks, listens to, answers questions) hospitals, nursing homes, schools, and public interest groups that want to have a special short course, discussion or lecture on the subject of mental health, recommending special topics, books, pamphlets, etc., supplying films, in accordance with institutional S.O.P., in order to increase their understanding of what is relevant and current in the field of mental health.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Resources recommended are current, reliable, and relevant.
- Topics timely.
- Worker expresses an interest in the request and attempts to fulfill it to the best of his ability.
- Worker creates good impression of the institution by serving as a resource.

NUMERICAL:

- Over X period of time, X% of those seeking assistance report that worker's suggestions were useful.
- Over X period of time, no more than X complaints about worker's manner/approach/etc.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of mental health practice/trends.
- Knowledge of library/printed resource material.
- Current trends and philosophy in the field of mental health.
- How to recommend topics and resources to someone preparing for a lecture, discussion, etc.

SPECIFIC:

- Institutional S.O.P. for cooperating with community resources.
- Type of lecture, discussion group, etc., that is intended.

Objective | Goal | Organizational Unit

ADMINISTRATIVE TECH.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	50%	45%	5%	4	5	1	4	PA.L. 25

GOAL:

OBJECTIVE:

TASK: Reports patient's progress in therapy situations/ward behavior, amplifying basic report/clarifying details/suggesting alternatives as requested, basing observations upon training and experience as a drug counselor, in order to present own evaluation of patient's progress at team meetings/ diagnostic staffings.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Reports are brief, but descriptive, accurate, and complete.
- Worker responds appropriately to questions asked at the meeting.
- Suggestions are reasonable, based on the substance of the report.

NUMERICAL:

- In X time, fewer than X number of errors or inconsistencies are noted by team members.
- In X time, fewer than X number of complaints from staff/team members about clarity of worker's report.
- In X cases, staff/team members agree that suggested alternatives are reasonable/feasible.

TRAINING CONTENT

FUNCTIONAL:

- How to make clear and concise reports.
- How to assess question and respond appropriately.
- How to function in small groups.
- How to contribute suggestions.
- Knowledge of therapy techniques for drug patients.

SPECIFIC:

- Purpose of the team meetings/diagnostic staffing.
- Sources of information about the patient under consideration.
- Type of report expected; content and extent.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4C	1A	50	35	15	5	5	2	5	PA.M. 1

GOAL:

OBJECTIVE:

TASK: Administers speech, language development and hearing tests to all new institution residents and referrals, and periodically to all residents in therapy, adapting standard tests to meet their physical and/or intellectual limitations, in order to determine what, if any, correctional procedures should be followed.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is kind, patient and observant.
- Worker stays within any specified time limit, and administers all parts of the tests.
- Appropriate test is given.
- Test is correctly administered.
- Protocol is followed.

NUMERICAL:

- Only X complaints from X% of residents, parents or ward attendants of worker's attitude.
- Only X complaints over X period of time from co-workers that tests were not administered properly or that decisions concerning procedures to be followed, were inappropriate.

TRAINING CONTENT

FUNCTIONAL:

- How to administer speech/hearing/language development tests.
- Knowledge of speech therapy and language development to level of chinical specialty.
- How to read and comprehend/intepret test results.

SPECIFIC:

- Characteristics of resident/referral, (e.g., educational background, physical/mental limitations).
- Agency procedures, if any, for administering tests.
- Knowledge of correctional procedures available for dealing with specific problems, i.e., hearing, speech.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	40	55	5	5	5	2	5	PA.M. 2

GOAL:

OBJECTIVE:

TASK: Drills patients in recognizing and improving specific speech sounds, using own knowlege of speech therapy/procedures/techniques, as well as games and positive verbal reinforcement, in order to improve patients' correct use and pronounciation of those sounds.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is patient, stimulating, perceptive and firm in interaction with patients.
- Worker's questions, expectations of patient are clear and well-defined.
- Drills are directly related to the needs of the individual residents.

NUMERICAL:
- Drills are completed in X amount of time.
- Over X period of time, other medical staff members report that X% of patients have improved their enunciation due to worker's guidance.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of speech therapy and the procedures and techniques used to employ that knowledge.
- Teaching skills for employment with handicapped individuals.

SPECIFIC:
- Characteristics of patients; speech and/or physical and mental deficiencies.
- Knowledge of the drills to be used.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	25	55	20	5	5	2	4	PAM. 3

GOAL:

OBJECTIVE:

TASK: Drills patients in language development skills, categorizing concrete items, using plastic fruits, dishes, large colored pictures, records, tapes, large paper dolls, and language books, in order that patients may learn to identify and pronounce the names of concrete objects and develop other basic language skills.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is perceptive, stimulating and firm in interaction with patient.
- Worker's questions, expectations of patient are clear and well-defined.
- Drills are directly related to needs/background of individual patients.

NUMERICAL:

- After X period of time, X% of patients show improvement in language skill, due to worker's drills.
- Drills are completed in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of speech therapy/language development and the procedures/techniques used to employ that knowledge
- Teaching knowledge

SPECIFIC:

- The tools and equipment available
- Knowledge of residents' physical and mental limitations and personalities
- Knowledge of the drills to be used

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	2	1A	80	15	5	5	5	2	5	PA.M. 4

GOAL:

OBJECTIVE:

TASK: Decides/determines, following discussion with client/patient, the specific long and short-term goals, techniques and procedures by which an individual patient may improve his speech, relying on knowledge of patient's medical background and a personal evaluation of patient's therapy needs, in order to prepare informal lesson plans for the treatment session with the resident/patient.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Procedures chosen are consistent with all pertinent information.
- Evaluation of patient's therapy needs is accurate.

NUMERICAL:
- After periodic review, medical experts disagree with only X% of procedures chosen.
- After X period of time, X% of patients show improvement in verbal skills due to worker's lesson plan.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of speech therapy/language development and the procedures/techniques used to employ that knowledge
- How to determine objectives, scope of patient's development in improving speech

SPECIFIC:
- Knowledge of patient's educational background, physical and mental limitations
- Knowledge of procedures which will be employed
- Knowledge of agency's purpose/goals/S.O.P.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80	5	15	5	5	2	4	PA.M. 5

GOAL:

OBJECTIVE:

TASK: Examines/evaluates a physically handicapped patient's progress, comparing present reflex capabilities, physical development, and range of motion capabilities with past capabilities, using daily graphs and observation, employing knowledge of physical therapy and treatment program development, in order to alter treatment program to meet patient's needs as they change from day to day.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Evaluation considers all available information.
- Alterations are consistent with patient's needs.
- Changes in program are made as needed.

NUMERICAL:
- Upon review, supervisor notes no more than X instances in X period of time where worker ignored important information.
- After a change in the patient's situation arises, worker changes program within X period of time.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of physical therapy and treatment program development.
- How to evaluate a physically handicapped patient.
- How to interpret graphs and reports.

SPECIFIC:
- How to use and locate graphs.
- Knowledge of past capabilities of specific patient.
- Knowledge of treatment program for the patient undergoing treatment.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

SOCIAL WORK: GENERIC SEQUENCE

(SW)

A. Receiving/Processing Referrals
B. Determining Need/Eligibility for Services
C. Reporting/Maintaining Case Records
D. Giving Information
E. Obtaining Information from Collateral Sources
F. Formulating/Developing Service Plan
G. Reaching Agreement with Client/Involving Client in Formulation of Service Plan
H. Service Plan Implementation and Follow-up
I. Organizing Community Resources
J. Using Supervision/Consultation

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	50	45	5	5	5	1	4	SW A. 7

GOAL:

OBJECTIVE:

TASK: Observes/asks questions about/discusses the client's and/or family's physical, emotional, and environmental situation in a home interview, upon complaint or referral, following agency procedures, guidelines and protective services criteria, in order to determine if complaint or referral is valid.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is courteous, firm, orderly and perceptive in home interview; secures adequate information on which to base assessment.
- Worker shows concern for family members.
- Recommendations reflect an accurate assessment of family's situation.

NUMERICAL:
- Less than X% of clients complain about worker's approach/fairness in obtaining any information.
- In less than X% of cases, information is not adequate to make determination.
- Worker secures information within X period of time, following complaint or referral.

TRAINING CONTENT

FUNCTIONAL:
- How to question/observe/evaluate data in a family evaluation study
- How to assess emotional and physical states of family members
- Knowledge of human behavior, general psychology and social work principles and practice

SPECIFIC:
- How task relates to agency objective
- Agency procedure, report guidelines, and protective services criteria
- Knowledge of state laws and codes which apply to the case, if necessary

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	50	55	5	5	4	1	4	SW A. 8

GOAL:

OBJECTIVE:

TASK: Converses with/asks questions of the parents concerning their evaluation of the mentally retarded child, observes child, obtaining information about the child's functional level and behavioral progress in accordance with agency guidelines in order to recommend educational programs for the child.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Evaluation is accurate and complete, based on all available data.
- Worker is courteous and friendly to parents and child and puts them at their ease.
- Interview if completed in a reasonable amount of time.

NUMERICAL:
- Not more than X number of parents complain about the worker's manner.
- X% of the interviews result in a valid, appropriate recommendation.

TRAINING CONTENT

FUNCTIONAL:
- How to question/observe/evaluate social data in diagnostic home visits
- How to be courteous and friendly and put people who are to be interviewed, at their ease
- How to draw conclusions from a mass of data
- How to relate observed and shared information to effect a social/educational diagnosis
- Skill in interpersonal relationships

SPECIFIC:
- Knowledge of parents and child
- Knowledge of existing educational programs in the agency and/or community
- Knowledge of agency guidelines and regulations

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	25	70	5	4	4	1	4	SW.A 9

GOAL:

OBJECTIVE:

TASK: Talks to/discusses with client his need for service, clarifying methods of overcoming barriers to his use of agency services, explaining various options client might take in dealing with these barriers, offering advice using own evaluation of client's situation and knowledge of agency services available, in order to enable/encourage client to use services.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker's advice/explanations demonstrate good judgement, accuracy and thoroughness.
- Worker's manner is respectful.

NUMERICAL:
- Over X period of time, no more than X number of complaints are received from client about worker's advice, information and/or manner.

TRAINING CONTENT

FUNCTIONAL:
- How to give advice
- How to relate social data, developing/evaluating options to provide data on which client can base decisions
- How to present alternative options objectively
- How to involve client in resolving his own problems

SPECIFIC:
- Knowledge of client and his situation
- Knowledge of agency services available for client's use
- Knowledge of barriers which prevent client from using these services

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85	10	5	4	4	1	4	SW.A.10

GOAL:

OBJECTIVE:

TASK: Reviews information obtained from client, examining interests/needs of client in relation to programs offered by the agency, in order to prepare for meeting with client in which service options will be discussed.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Conclusion is consistent with data.
- Decision reflects good judgement.
- Worker decides upon programs which will best meet needs/interests of clients.
- All factors/variables are considered.

NUMERICAL:
- Supervisor agrees with worker's list of appropriate service options X% of the time.
- Clients agree with worker's suggestions of service options X% of time.

TRAINING CONTENT

FUNCTIONAL:
- How to draw conclusions from examining data
- Knowledge of human behavior

SPECIFIC:
- Programs available at the institution
- Needs/interests of specific client
- Knowledge of service options available to client

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	5	1	4	SW.A. 11

GOAL:

OBJECTIVE:

TASK: Evaluates requests for services from clients/intake unit and/or diagnostic unit, assessing client's situation and the programs available for client, using knowledge of Social Services programs and regulations, in order to determine what resources are available to aid the client.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Proposed solutions are appropriate for client's situation.
- Proposed solution benefits client's goals.
- Determination is made in a reasonable amount of time.

NUMERICAL:

- Evaluation is made in at least X period of time.
- Less than X% of cases, recommended aid was not appropriate.

TRAINING CONTENT

FUNCTIONAL:

- How to recognize/evaluate social problems and determine possible solutions
- How to apply rules and regulations in a problem solving situation
- How to select the most appropriate course of action among many alternatives
- Knowledge of social work theory/practice

SPECIFIC:

- Knowledge of request for services
- Knowledge of client's situation
- Knowledge of programs available to assist client
- Knowledge of Social Services regulations

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85%	10%	5%	5	5	1	4	SW.A. 12

GOAL:

OBJECTIVE:

TASK: Evaluates/assesses information about individual's situation (from individual, agency record, if any, etc.), considering nature/urgency of situation, individual's statement of need/request for services, and alternate ways of dealing with situation, in order to determine course of action to be taken (follow-up, refer to another worker who is or has been involved with individual/family, or referral to another agency which has jurisdiction or is able to provide needed services, terminate, etc.).

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's assessment is complete, thorough, accurate.
- Completed within reasonable length of time.

NUMERICAL:

- Proper course of action determined in at least X% of cases needing services.
- All (100%) pertinent information concerning the case is considered in determining disposition of the case.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of human behavior.
- How to select pertinent information from a mass of data.
- How to organize information.
- How to synthesize.
- How to recognize relationships.
- Discretion.
- Diagnostic techniques.
- Dynamics of environmental factors and interrelationship with human behavior.

SPECIFIC:

- Skill in making rapid, independent and appropriate decisions.
- Scope of agency services/functions.
- Professional expertise.
- Awareness of available resources.
- Knowledge of specified individual's situation.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60%	35%	5%	4	4	1	3	SW.A. 13

GOAL:

OBJECTIVE:

TASK: Asks questions/listens to responses of intake worker concerning referral of individual, in order to gather additional/clarify information about the individual and the problem for which he/she is being referred.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Questions are stated clearly and concisely.
- Questions asked are pertinent.
- All necessary and available information is obtained.

NUMERICAL:

- Additional information is obtained in all (100%) cases where information provided is incomplete.
- No more than X valid complaints received within X period of time about worker.

TRAINING CONTENT

FUNCTIONAL:

- How to ask questions in clear and concise manner.
- Listening skills.
- How to select relevant information,
- How to organize information.
- Knowledge of social/emotional problems and their resolution.

SPECIFIC:

- Knowledge of agency guidelines as related to task.
- Knowledge of what information is needed.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	55%	40%	5%	4	4	1	4	SW.A. 14

GOAL:

OBJECTIVE:

TASK: Discusses with individual/family advantages of assistance/service provided by other agency/resource personnel, in relation to presenting problem, answering questions, explaining procedures, in order to effect referral of individual/family to other agency/resource which can alleviate/resolve situation.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: . Explanation is clear, concise, accurate, complete. **NUMERICAL:** . No more than X valid complaints received within X period of time about worker.	**FUNCTIONAL:** . Communication skills. . Motivational techniques. . How to organize information. . Organizational, management skills. . Knowledge of social work practice. **SPECIFIC:** . Knowledge of agency services. . Knowledge of community agencies and resources.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	70%	25%	5%	4	4	1	4	SW.A.15

GOAL:

OBJECTIVE:

TASK: Discusses with/asks questions of supervisor and/or previous caseworker about newly assigned case (if not a new case), after reading case record, in order to gather more detailed and/or clarify information about the case and/or interpret information in referral.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Questions are clear, concise.
- Worker is thorough in obtaining information.

NUMERICAL:

- Determines need for action in at least X out of X referrals.
- Contacts supervisor and/or previous caseworker in at least X out of X cases where need exists.
- Obtains at least X% of needed and available information.

TRAINING CONTENT

FUNCTIONAL:

- How to organize information.
- How to ask questions in clear, concise manner.
- How to determine relevant/irrelevant information.
- Knowledge of social case work.

SPECIFIC:

- Knowledge of agency guidelines.
- Knowledge of case record contents.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	85%	5%	10%	3	3	3	3	SW.A. 16

GOAL:

OBJECTIVE:

TASK: Writes/completes referral forms, using all relevant information from case record and knowledge of case, following agency procedures, in order to prepare forms for transmittal/refer case to proper worker/agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, pertinent and complete.
- Form is filled out completely.
- Completed within reasonable length of time.

NUMERICAL:

- Referral forms are completed in all (100%) cases where appropriate.
- Referral forms are completed within X working days of decision to refer case.

TRAINING CONTENT

FUNCTIONAL:

- How to follow instructions.
- How to determine relevant, irrelevant information.

SPECIFIC:

- Knowledge of agency policy, guidelines.
- Knowledge of referral forms - where forms are located and how to fill forms out.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	1A	80%	10%	10%	2	2	1	2	SW.A.17

GOAL:

OBJECTIVE:

TASK: Calls/writes letter/completes form for referring agency about decision on case referred, according to agency procedure, in order to inform the agency that the case will/will not be accepted for service and plans for subsequent action.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Notification is accurate, complete.
- Completed within reasonable length of time.

NUMERICAL:

- Response is made to referring agency in all (100%) cases.
- Response to referring agency is made within X working days of receipt of referral.

TRAINING CONTENT

FUNCTIONAL:

- How to use telephone.
- How to follow instructions (form).
- Verbal and written communication skills.

SPECIFIC:

- Knowledge of agency procedure, guidelines.
- Knowledge of content and purpose of form.
- Knowledge of the decision concerning a specific case.

PERFORMANCE STANDARDS

TRAINING CONTENT

Organizational Unit

Goal

Objective

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45	50	5	5	5	1	4	SW.B. 8

GOAL:

OBJECTIVE:

TASK: Talks to/discusses with client his problem and the solutions available, answering questions, clarifying the situation and the alternative remedies, using own knowledge of client's situation and community resources, agency service programs/policies, in order to enable the client to decide upon a course of action.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is respectful, attentive, and objective with client.
- Information given is clear, accurate, and complete.
- Worker demonstrates an understanding of the stress client is under and emphathizes with client.
- Worker includes client in decision making process.

NUMERICAL:

- Over X period of time, no more than X% of worker's clients complain of worker's manner and information.
- Over X period of time, X% of clients are able to decide upon a course of action.
- Over X period of time, supervisor finds that in X% of cases, course of action decided upon was appropriate.

TRAINING CONTENT

FUNCTIONAL:

- How to communicate effectively with persons of various backgrounds and education
- How to give information so that it is easily understood
- How to analyze a client's situation and discriminate between alternatives
- General knowledge of counseling theory and techniques and behavioral science
- Knowledge of social service process

SPECIFIC:

- Knowledge of client and client's situation
- Knowledge of available community resources and alternative remedies
- Knowledge of agency service programs, policies, and procedures

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45	50	5	5	5	1	4	SW.B. 9

GOAL:

OBJECTIVE:

TASK: Summarizes, explains, questions, listens to client telling of situation, using own knowledge of clients' situation and knowledge of community resources, in order to assist the client to determine which problem should be dealt with first in the social service process.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Awareness and understanding of clients' situations/problems.
- Communicates clearly.
- Makes realistic and reliable judgments from information known.

NUMERICAL:

- Over X period of time, supervisor finds that in X% of cases, course of action decided upon was appropriate.
- Over X period, less than X% of clients complain of worker's attitude/interpretation of their problems.

TRAINING CONTENT

FUNCTIONAL:

- How to communicate effectively with persons of various backgrounds and education
- Knowledge of behavioral science
- How to analyze clients' situation and discriminate between alternatives.
- Knowledge of social service process.

SPECIFIC:

- Agency service program, policies, and procedures
- Knowledge of the client(s) background, environment, present problem(s), etc.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	50%	45%	5%	4	4	3	4	SW.B. 10

GOAL:

OBJECTIVE:

TASK: Interviews parents or other relatives of patients seeking services, asks questions about county of residence, insurance, financial situation and employment of patient/parents/relatives and records responses, in order to determine if county assistance is required and/or arrange for payment for services rendered to the patient by the institution.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is courteous, but businesslike during interview with patient's relatives.
- Worker helps family consider all options available to them.
- Worker accurately records information provided by client.

NUMERICAL:

- In X time payment schedules worked out by worker prove correct and feasible at least X% of time.
- In X time, fewer than X number of inaccuracies in recording county of residence, insurance information, etc. are noted by supervisor.
- In X time, fewer than X complaints are received from patient's relatives concerning worker's manner/assistance provided.

TRAINING CONTENT

FUNCTIONAL:

- How to elicit specific information in an interview situation.
- How to relate options available to a specific case.
- How to record information accurately.

SPECIFIC:

- Information needed from client.
- Expected treatment cost for patient.
- What information is needed for insurance claims.
- Under what conditions the county will pay.

PERFORMANCE STANDARDS TRAINING CONTENT

Objective | Goal | Organizational Unit
ARMSTRONG LIBRARY

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	50%	40%	10%	3	3	1	3	SW.B. 11

GOAL:

OBJECTIVE:

TASK: Assists/guides client in filling out application forms for various services requested or needed by the client, providing the proper forms, clarifying for the client difficult questions and the reasons certain information is needed, checking the completed form for omissions, in order to assure that all necessary appropriate forms are filled out.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Provides the appropriate forms for the program client is applying for.
- Clearly and accurately explains the reasons for information requested.
- Respects the confidential nature of information requested.
- Carefully checks the form for omissions.

NUMERICAL:

- Over X period of time, fewer than X clients receive the wrong form to fill out.
- Over X period of time, processing of fewer than X forms is delayed because worker failed to notice omissions.
- In X time, fewer than X complaints from clients about worker's manner in explaining the forms.

TRAINING CONTENT

FUNCTIONAL:

- How to establish rapport.
- How to clearly explain what is needed on a form.
- How to scan material for completeness/ appropriateness of response.

SPECIFIC:

- What forms are needed for specific services.
- Why the information is necessary.
- Agency/office rules concerning confidential material.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	5	4	1	4	SW.C. 1

GOAL:

OBJECTIVE:

TASK: Collects/brings together all information pertaining to a case, including case record, if any, and all conversations/interviews about case, in order to gather information for assessment (reassessment) of service needs.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Compilation is accurate, complete, thorough.
- Completed within reasonable length of time.

NUMERICAL:

- No more than X valid complaints received within X period of time about data compiled.
- Compiles at least X% of available data.

TRAINING CONTENT

FUNCTIONAL:

- How to organize information.
- How to recognize data relationships.
- How to record information.
- Knowledge of significance of data as it relates to understanding human motivation.

SPECIFIC:

- Knowledge of agency guidelines as related to task.
- Possible sources of information and how to obtain.
- How to use case records.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60%	35%	5%	3	3	1	3	SW.C. 9

GOAL:

OBJECTIVE:

TASK: Talks with individual at home or in office, asks questions/listens to/records responses to specified questions on consent form, obtains needed medical documentation about individual and explains need for form, in order to enable worker to obtain signed consent form.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Questions and information are stated clearly and concisely.
- Information is accurate, complete, and pertinent.
- Listens carefully to individual's responses.
- Information recorded completley and accurately.

NUMERICAL:

- Information is provided in all (100%) cases where consent form has not been obtained.
- No more than X valid complaints received within X period of time about worker.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- Listening skills.
- How to select pertinent information from a mass of data.
- How to organize information.
- Understanding of individual's right to privacy.

SPECIFIC:

- Knowledge of agency guidelines as related to task.
- Knowledge of form and where supply is kept.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	4	1	4	SW.C. 10

GOAL:

OBJECTIVE:

TASK: Reads/checks over/corrects new casework material, following agency guidelines where applicable, in order to maintain accurate/current case records.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Review of casework material is accurate, thorough.
- Review completed within reasonable length of time.

NUMERICAL:

- Casework material is reviewed in all (100%) cases following dictation of new material.
- Corrections/changes/deletions are agreed to by originator/worker in X% of instances.

TRAINING CONTENT

FUNCTIONAL:

- Written communication skills.
- How to write clearly and concisely (basic grammar and punctuation).
- Knowledge of case recording skills.
- Knowledge of dynamics of human behavior.

SPECIFIC:

- Knowledge of agency policy/guidelines.
- Knowledge of what information should be included in case record.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	1	4	SW.C. 11

GOAL:

OBJECTIVE:

TASK: Writes/dictates narrative or summary prepatory to closing case, including elements specified by agency S.O.P. with particular emphasis on the client's response to services offered and the extent of achievement toward goals, in order to prepare a summary of work done/services offered to the client for agency use in future contacts with client.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Summary is thorough, accurately reflects the efforts of worker, the progress of client.
- Wording of summary is clear and descriptive.
- Summaries completed with reasonable speed.

NUMERICAL:

- In X time, fewer than X number of cases closed by worker do not have closing summaries within X amount of time after closing.
- In X time, upon review, supervisor agrees that at least X% of summaries accurately reflect worker efforts, client progress.

TRAINING CONTENT

FUNCTIONAL:

- How to write case summaries.
- How to briefly, clearly state worker efforts, client progress.
- How to follow standard format.
- Knowledge of human dynamics.

SPECIFIC:

- Awareness of the Social Service model.
- Agency objectives, use of summary.
- Agency S.O.P. for writing closing summary.
- How to gauge, report efforts/client progress.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	2	1A	45	50	5	3	3	1	3	SW.D. 7

GOAL:

OBJECTIVE:

TASK: Talks to physician, reporting observations concerning behavior/complaints of patients, answering physician's questions, based on own knowledge and institutional records concerning behavior/complaints of patients, in order to inform physician of physical/mental condition of patient since physician's last visit.

PERFORMANCE STANDARDS

DESCRIPTIVE:

. Information is accurate, clear, concise, complete.

NUMERICAL:

. Over a specified period of time, fewer than X complaints were received that information was inaccurate unclear, incomplete.

TRAINING CONTENT

FUNCTIONAL:

. How to convey information
. How to select pertinent information from a mass of data

SPECIFIC:

. Condition of specific patient
. How to gather data to adequately inform the doctor
. Procedures for reporting information
. Knowledge of institution's records and where they are located

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	50%	45%	5%	5	5	1	4	SW.E. 8

GOAL:

OBJECTIVE:

TASK: Talks with/consults other agency/resource personnel on basis of consent agreement by client, discusses case history/situation of individual/family referred, using own knowledge, other information in record, following agency guidelines, in order to coordinate actions on case.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, complete, pertinent.
- Worker is tactful, discreet, diplomatic.
- Worker's statements are clear and concise.

NUMERICAL:

- No more than X valid complaints received within X period of time about worker lack of knowledge/ preparation.
- Referrals are always approved by client prior to action.

TRAINING CONTENT

FUNCTIONAL:

- Verbal communication skills.
- Relationship skills.
- How to organize information.
- How to determine relevant information.
- Knowledge of behavioral sciences.
- Knowledge of social work practice.

SPECIFIC:

- Knowledge of own agency, other agencies and resources.
- Understanding of ethical considerations in relation to use of information obtained.

Objective | Goal | Organizational Unit

ADMINISTRATIVE TRIO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40%	55%	5%	5	5	3	4	SW.F.6

GOAL:

OBJECTIVE:

TASK: Discusses/explains treatment plan as established for a new referral during initial staff meeting, describing patient history, behavioral characteristics, attitude, and physical condition; specifying the prescribed elements of the treatment plan and delineating the discretionary elements; reviewing such medication orders as are necessary (responding to questions from the treatment team as they arise) in order to ensure that the treatment staff understands the treatment plan and its implementation process.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanations are comprehensive, articulate, reasonably brief.
- Significant mental/physical characteristics are carefully described to staff.
- Worker is alert for signs of lack of comprehension or confusion in staff.
- Worker answers questions courteously and patiently.

NUMERICAL:

- In X time, fewer than X complaints from staff that presentation was incomplete, confusing, or condescending.
- In X time, fewer than X instances of staff members subsequently demonstrating a failure to understand the treatment plan/its implementation.

TRAINING CONTENT

FUNCTIONAL:

- How to organize factual material for presentation at a staff meeting.
- How to explain the implementation of a treatment plan/associated psychological theory.
- How to recognize and reinforce signs of understanding during the presentation.
- Knowledge of behavioral science.
- Professional knowledge of medicine.

SPECIFIC:

- Lines of responsibility for implementation of treatment.
- Background/attitudes/competencies of staff.
- Treatment facilities available.
- Type of follow up from initial staff meeting.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	5	1	4	SW.F.7

GOAL:

OBJECTIVE:

TASK: Evaluates/assesses information gathered about the case, considering all relevant/pertinent information, using personal knowledge and agency guidelines pertaining to data/information needed, in order to determine what additional information/contacts, if any, are needed.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Evaluation is thorough, complete, accurate
- Completed within reasonable length of time

NUMERICAL:

- Correctly determines need for additional data/ contacts in at least X out of X cases
- Assessment is made within X days of assignment

TRAINING CONTENT

FUNCTIONAL:

- How to organize information
- How to recognize data relationships
- Knowledge of psycho-social relationships
- Knowledge of human behavior

SPECIFIC:

- Knowledge of community and resources
- Knowledge of agency guidelines as related to task
- Possible sources of information and how to obtain

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	35	60	5	5	5	1	4	SW.H.5

GOAL:

OBJECTIVE:

TASK: Discusses with employers problems they may be having with their employees who are participating in the rehabilitation program, giving advice as to how these problems could be handled, based on own knowledge of the purpose and goals of the rehabilitation program and specific problems of clients, in order to improve employer/client relations.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker shows empathy/firmness/sensitivity with employer.
- Advice is feasible and related to the problems as stated by the employer.

NUMERICAL:
- Over a specific period of time, fewer than X complaints are received from employers concerning worker's manner.
- Less than X% of employers report that meeting with worker did not help them in their relationships with their employees.

TRAINING CONTENT

FUNCTIONAL:
- How to convey information to a specific audience
- How to give advice
- How to listen to and reflect clients' interpretations of problems

SPECIFIC:
- Work related problems; how to deal with them
- Knowledge of specific problems of clients formerly in institutions
- Knowledge of specific client's work situations, work history and case history.
- Where to obtain needed information
- Knowledge of purpose and goals of rehabilitation program

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	7	1A	35	60	5	5	5	1	4	SW.H.11

GOAL:

OBJECTIVE:

TASK: Interprets juvenile's behavior to him/clarifies the behavior that is expected of him/advises him how to make his behavior more socially acceptable at individual and group sessions, using personal knowledge of juvenile, evaluation of data concerning juvenile, knowledge of group and Reality Therapy techniques, and following team treatment plan, in order to increase juvenile's awareness of the significance of his behavior.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker focuses attention of juvenile on his own behavior problems, social expectations.
- Worker uses tact and understanding when advising juveniles.

NUMERICAL:

- Over X period of time, X number of clients demonstrate increase awareness of their behavior.
- Over X period of time, no more than X number of complaints are received concerning worker's manner.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of behavioral science
- General knowledge of psychology and therapy techniques
- Knowledge of group dynamics
- Skill in interpersonal relationships

SPECIFIC:

- Knowledge of juvenile's personality and data concerning his behavior
- Knowledge of team's treatment plan
- Purpose and goals of program
- Knowledge of group and Reality Therapy techniques

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
• 4	4A	1A	40	55	5	5	5	1	4	SW.H. 12

Organizational Unit | Goal | Objective

GOAL:

OBJECTIVE:

TASK: Discusses/talks to/listens to family members concerning problems/progress of client, explaining ways of relating to client in a manner which would contribute to self-help efforts, using own knowledge of of the specific problems/concerns of the client and the purpose and goals of the agency program, in order to gain their cooperation in relating to the client in a positive, helpful manner.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Discussion is clear, logical and relevant to the situation.
- Family members feel free to discuss problems/client.
- Worker expresses a friendly, positive attitude toward client's family members.

NUMERICAL:
- X% of family members express satisfaction with worker's attitude/manner over X period of time.
- Supervisor notes no more than X instances in X days where worker's discussion is unclear/illogical.
- Over of X period of time, X number of families demonstrate positive, helpful relationships with client.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of behavioral science
- Counseling skills and how to apply them
- How to convey information to a specific audience
- How to listen to and empathize with other people

SPECIFIC:
- Knowledge of specific problems/concerns of client
- Knowledge of case history of client (family background, situation, etc.)
- Knowledge of family members' attitudes, feelings toward client
- Purpose and goals of agency program

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4C	1A	35%	60%	5%	5	5	1	4	SW.H.13

GOAL:

OBJECTIVE:

TASK: Counsels client about (mutual) decision to terminate, discussing client's strengths/progress that support decision to terminate, demonstrating empathy, helping/encouraging client to work through problem areas, in order to enable client to understand/better accept termination decision and to function independently.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is understanding, empathetic
- Comments are clear, concise and accurate

NUMERICAL:

- Decision to terminate discussed in all (100%) cases where appropriate
- Discussion is held prior to termination of case in all (100%) cases
- In X time, no more than X complaints from clients that they did not understand the reasons for termination

TRAINING CONTENT

FUNCTIONAL:

- High level of interviewing and communication skills
- Knowledge of human behavior and relationships
- Principles of counseling and guidance

SPECIFIC:

- Knowledge of agency policy, guidelines
- Knowledge of community standards
- Awareness of cultural and ethnic groups as related to community/individual
- Knowledge of strengths/weaknesses of specific client

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	55%	40%	5%	5	4	1	4	SW.H. 14

GOAL:

OBJECTIVE:

TASK: Discusses with/encourages/supports client(s) during the implementation stage of problem oriented action plans, evaluating changing situation and discussing alternatives or changes in strategy with client(s), helping client(s) assess the situation logically and realistically in order to coordinate the implementation of action plans designed to cope with specific barriers.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker strives to be supportive of client roles, decisions, assessments rather than the primary force
- Assessments of the situation are realistic, problem oriented
- Worker's attitude, manner with client is professional, patient, caring

NUMERICAL:

- In X time, fewer than X complaints from clients that worker was unsupportive, did not fulfill commitment
- In X time, fewer than X instances where client reacts irrationally while carrying out some stage of an action plan

TRAINING CONTENT

FUNCTIONAL:

- How to recognize the emotional state of a client
- How to assess a situation, relate it to client objectives/verbalize current situation
- How to encourage rational, problem oriented thought processes
- How to relate to a client in one-to-one situation
- How to engage client in meaningful dialogue

SPECIFIC:

- Agency policy on worker involvement
- Client, community attitudes
- Agency resources available

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	7	1A	40%	55%	5%	5	5	1	4	SW.H. 15

GOAL:

OBJECTIVE:

TASK: Discusses with/asks and answers questions of/listens to responses of individual/family member(s) (together and/or separately) about relationship problems, emphasizing positive/constructive ways of resolving/dealing with problems, using knowledge of interpersonal relationships/human needs/behavior, in order to enable individual/family member(s) to better understand causes of the breakdown in the relationship and ways of resolving/dealing with problems.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are clear and concise
- Information is accurate and pertinent
- Discussion is thorough and in-depth

NUMERICAL:

- Better understanding reached in at least X out of X cases
- Worker's attitudes and methods are approved by X% of clients/family members.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills of high order
- How to organize information
- Knowledge of human behavior, relationships
- How to diagnose and resolve or deal with relationship problems

SPECIFIC:

- Knowledge of community
- Knowledge of background of specific case.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5%	5%	5	4	1	4	SW.H. 16

GOAL:

OBJECTIVE:

TASK: Assesses/analyzes case records concerning identified barriers to the achievement of client goals; evaluating the vulnerability of each barrier, considering the effectiveness of client abilities and interests, weighing the appropriateness of alternative procedures, applying own knowledge of the social work process, in order to develop action plans dealing with specific barriers.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Action plans developed are realistic, effectively challenge barriers.
- Plans are suited to the client, his interests and abilities.
- Worker makes careful assessment of each barrier.

NUMERICAL:

- In X time, at least X% of action plans developed are later judged successful.
- In X time, fewer than X complaints from clients that worker was not helping them work on problems.

TRAINING CONTENT

FUNCTIONAL:

- How to assess social problems, relate this to a specific individual.
- How to develop action plans to deal with client's problems.
- How to decide between alternative solutions.
- Knowledge of social case work or related skills.

SPECIFIC:

- Client situation, community attitudes.
- Agency resources, time commitments.
- Agency policy on involvement.
- Knowledge of case records and how to gain access to them.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45%	50%	5%	5	4	1	4	SW.H. 17

GOAL:

OBJECTIVE:

TASK: Reviews/discusses progress client has achieved, eliciting feelings of confidence, strength, recalling earlier problems/attitudes, helping client assess current situation, in order to help client make plans to terminate.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Disengagement is well planned, gradual.
- Client's needs are considered, discussed with him.
- Worker is keenly aware of the knowledge base desired by and valuable to the client.

NUMERICAL:

- In X time, fewer than X disengagements when client is not properly prepared.

TRAINING CONTENT

FUNCTIONAL:

- How to identify/reinforce client's feeling of confidence.
- How to disengage from a case.
- Skill in interpersonal relationships.

SPECIFIC:

- Caseload realities, resources available.
- Supportive services available.
- Applicable regulation.
- Agency policy on disengagement.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	5	1	4	SW.I. 2

GOAL:

OBJECTIVE:

TASK: Evaluates terminated case records, assessing the methods used to aid the client and/or the services utilized by the social worker in relation to the methods and services available to him, using own knowledge of Social Services and related agencies as well as own knowledge of counseling techniques in order to determine if worker handled the cases effectively.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Evaluation is objective, based on all available data.
- Terminated case is evaluated accurately and completely.
- Case is evaluated in a reasonable amount of time.

NUMERICAL:

- Over X period of time, no more than X number of complaints are received from social workers as to the objectivity, completeness and accuracy of worker's evaluation.
- Each case is evaluated within X period of time following termination.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of social work; its theories and practices
- How to evaluate data
- General knowledge of counseling techniques

SPECIFIC:

- Knowledge of specific terminated case
- Knowledge of the methods and services available to a social worker to deal with this case
- Knowledge of Social Service and related agencies

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	1A	90	5	5	5	5	1	5	S.W. I. 3

GOAL:

OBJECTIVE:

TASK: Determines format for/writes articles to be included in a pamphlet containing specific information about the local program, stating the offerings of service agencies in relation to the goals of each agency locally, in order to increase understanding of clients (potential and actual) community persons/caseworkers about the local program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information included in pamphlet is relevant, accurate and complete.
- Explanation is clear and logical.
- Uses good literary style.

NUMERICAL:

- In X time, fewer than X complaints from users of pamphlet that material did not explain their programs/objectives clearly.
- No complaints from supervisor that pamphlet did not express the orientation of the agency.
- Follow-up with users shows that at least X% considered that the pamphlet achieved its purpose.

TRAINING CONTENT

FUNCTIONAL:

- How to communicate in written form for a specific audience
- How to organize and develop format for printed material

SPECIFIC:

- Local program orientation
- Local program objectives, procedures
- Resources available for use in developing a pamphlet
- Local agency requirements and use of material

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	25	70	5	3	4	1	4	SW.I. 7

GOAL:

OBJECTIVE:

TASK: Discusses/encourages part-time employment for residents, with businessmen, farmers, professional people in the community, stressing the benefits for both prospective employer and residents, using own knowledge of the needs of prospective employees and their availability for part-time work, in order to encourage prospective employers to provide part-time employment for the residents of the community.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is persuasive.
- Worker is tactful and sensitive to residents' and employer's needs.
- Worker clearly explains benefits.

NUMERICAL:
- X number of part-time jobs are made available to residents over X period of time.
- X number of contacts are made over X period of time.

TRAINING CONTENT

FUNCTIONAL:
- How to relate positively to members of the community
- How to convey information to a specific audience

SPECIFIC:
- Knowledge of how part-time work fits into the purposes, goals and objectives of the community
- Knowledge of the specific institution's program and purpose/goals/objectives
- Knowledge of residents' availability for part-time jobs.
- Knowledge of prospective employers and their needs

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	4A	1A	55%	40%	5%	4	4	1	4	SW. I. 8

GOAL:

OBJECTIVE:

TASK: Conceives alternatives and new approaches to a problem, discusses them with leadership cadre of a group, making suggestions and soliciting input from all involved, seeking and reinforcing commitment to the group and its objectives, in order to achieve a consensus style approach to decision making.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker encourages/solicits open and frank comment by all.
- Worker is sensitive to cynicism, doubt, resistance in the group.
- Worker is alert for opportunities to reinforce the commitment of individuals to the group.

NUMERICAL:

- In X time, fewer than X complaints from group members that a decision was imposed rather than arrived at by consensus.
- In X time, fewer than X complaints from group members, that worker dominates the meeting.

TRAINING CONTENT

FUNCTIONAL:

- How to encourage the development of consensus style leadership.
- How to make suggestions, focus attention on specific problems without being dominant.
- How to reinforce commitment.
- Knowledge of group dynamics.

SPECIFIC:

- Knowledge of people in the group.
- Status of movement in community.
- Resources available to group.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	70%	20%	10%	4	4	1	4	SW. I. 9

GOAL:

OBJECTIVE:

TASK: Considers/examines a problem area, asking questions of people involved on both sides of the issue and exercising professional judgement, establishing such facts as length of time the problem has existed, trends or prognosis, historical and sociological setting, etc. in order to define the problem for subsequent action.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Definition of the problem is clearly stated, accurate.
- Worker exercises good professional judgement in selecting between alternate views.
- Analysis is reasonable and objective.

NUMERICAL:

- In X time, fewer than X problems defined are clearly shown to be inaccurate.
- In X time, fewer than X complaints that statement was vague, incomplete, wordy, or slanted.

TRAINING CONTENT

FUNCTIONAL:

- How to investigate and assess a problem.
- How to state findings clearly and accurately.
- How to conduct interviews.
- Some knowledge of the social work process.

SPECIFIC:

- Agency policy on advocacy.
- Caseload realities.
- Agency reference sources.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	60%	35%	5%	4	5	1	4	SW.I. 10

GOAL:

OBJECTIVE:

TASK: Discusses community or group problems with the involved clientele, evaluating their interest (real or potential) in, and commitment toward solution of the problems, applying knowledge of the social process, group dynamics, and institutional change, keeping in mind agency purpose, procedure, policy, in order to decide whether or not to invest agency and personal time and resources in the cause.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Decision is based upon a thorough examination of the problem and the people involved.
- Worker actively seeks to find community or group spirit among the people.
- Worker effectively applies knowledge of the various dynamics.

NUMERICAL:

- In X time, at least X% of groups in which worker decides to invest time prove effective as agents of social change.
- Upon separate review, at least X% correlation in evaluation of the mood and spirit of the people.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate people/groups of people.
- How to assess real/potential interest and commitment.
- How to correlate social/group/institutional dynamics and process.

SPECIFIC:

- Community involved.
- Agency time, resources involved.
- Personal prejudice.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	3	4	SW.I. 11

GOAL:

OBJECTIVE:

TASK: Writes/draws up a report including a statement of the problem, possible solutions, and methods of implementation, being as specific as possible, indicating who should act, organizational structure needed, personnel and resource requirements, methods and procedures, probable costs and how they can be defrayed, in order to request official written approval from the agency, if possible, for anticipated action.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report submitted accurately reflects worker's understanding of the situation.
- Report stated as briefly as possible, but includes all available and pertinent data.
- Analysis of the problem, estimated costs are realistic and reasonable.

NUMERICAL:

- Report always submitted when community level advocacy is planned.
- Monetary estimates are always within X% of actual needs.

TRAINING CONTENT

FUNCTIONAL:

- How to write reports.
- How to estimate cost needs, personnel and resource requirements.
- How to plan for social action.
- How to conceive organizational structures required.

SPECIFIC:

- Lines of decision in agency.
- Uses of report.
- What will happen if request is denied.
- Own caseload, agency resources available.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	1	3	SW. I. 12

GOAL:

OBJECTIVE:

TASK: Reads printed information (pamphlets, brochures, etc.) about community social service resources, noting services as they relate to needs of individuals, in order to obtain/maintain information about community resources.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, pertinent, complete.

NUMERICAL:

- Information is reviewed and material updated, if necessary, at least every X days.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to organize information.
- How to record information.

SPECIFIC:

- Knowledge of agency guidelines as related to task.
- Knowledge of needs of individuals.
- Knowledge of community resources.
- Knowledge of information needed.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	4A	1A	60%	35%	5%	4	4	1	4	SW.I. 13

Organizational Unit | Goal | Objective

GOAL:

OBJECTIVE:

TASK: Decides/determines (usually in conjunction with the leadership cadre) most effective community organization approaches and preferred methods for investigation of the problem; clarifying technical points of the discussion; suggesting surveys, research, committee work, determining if additional information is needed, in order to mobilize available resources effectively toward the solution to the problem.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker adjusts the degree of personal leadership assumed by the cadre.
- Technical advice given is accurate and usable.
- Styles of community organization are operationally sound and practical.

NUMERICAL:

- In X time, fewer than X complaints from leadership cadre of group that worker is playing too active a role.
- In X time, fewer than X instances when worker provides inaccurate information or advice to the group.

TRAINING CONTENT

FUNCTIONAL:

- How to effectively organize a movement for community action.
- How to present information/advice to a group for consideration.
- How supplemental information can be obtained.
- Considerable knowledge of community development.

SPECIFIC:

- Level of the leadership cadre.
- Resources available to the group.
- Information pertinent to the problem.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40%	50%	10%	4	4	2	4	S.W.J.1

GOAL:

OBJECTIVE:

TASK: Confers with/informs/exchanges information with supervisor, delineating his own self-involvement/difficult personal feelings concerning specific case, in order to sharpen/increase his awareness of how to serve the best interests of the client in a professional/objective manner.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker speaks honestly and self-critically and tries to present entire picture.
- Worker takes criticism with constructive attitude.
- Worker profits by supervisor's insights.
- Worker defends own viewpoint effectively.

NUMERICAL:

- Less than X% of cases discussed blow up due to the decision made at this conference.
- Less than X minutes per day are required to complete worker supervisor conference on one case.

TRAINING CONTENT

FUNCTIONAL:

- Ability to articulate his own real feelings (even when worker is doubtful of their appropriateness and his instinct is to defend his own ego by dissembling).
- Ability to cut through superficial appearance and get to heart of matter.
- Ability to take guidance from person in supervisory position without resentment.
- Ability to defend his own viewpoint/his own case convincingly if he feels strongly and there is a difference of opinion.

SPECIFIC:

- Knowledge of specific case.
- Knowledge of one's own self-involvement (some background in personality theory helps in the "know thyself" process.
- Knowledge of agency criteria of what constitutes appropriate supervisory conference discussion.

PERFORMANCE STANDARDS TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	50%	45%	5%	3	3	1	3	S.W.J.2

GOAL:

OBJECTIVE:

TASK: Consults with supervisor, discussing work assignments/problems/unexpected barriers to accomplishment, sharing pertinent information, exchanging ideas, in order to define/clarify aspects of the situation, keep supervisor informed of progress and solicit ideas.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Clear and concise in explanation of situation.
- Adaptable, flexible in thinking.
- Accepting of suggestions.

NUMERICAL:

- Less than X% of data is considered unclear and inadequate.

TRAINING CONTENT

FUNCTIONAL:

- Ability to convey information clearly.
- Ability to think through problems.
- Ability to accept new ideas.

SPECIFIC :

- Knowledge of agency's use of conference.
- Knowledge of time and place of supervisory conference.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	2	4	S.W.J.3

GOAL:

OBJECTIVE:

TASK: Receives/reads/analyzes all manual material related to categorical programs, noting changes, filing/inserting new/revised material into manual, in order to be knowledgeable about programs and to keep manuals current.

Organizational Unit

Goal

Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Reads with comprehension.
- Accurately interprets all manual material.
- Reads with reasonable speed.
- Reads material promptly.
- Files/inserts materials in manual in appropriate sections.

NUMERICAL:

- Less than X% of material read is interpreted inaccurately.
- Less than X% of material read is not comprehended.
- Reads material within X days after receipt.
- Required no more than X hours to read and analyze new material.
- New/revised material is filed in X time after receipt.
- All manuals are kept current.

TRAINING CONTENT

FUNCTIONAL:

- Ability to interpret manual material.
- Ability to absorb and retain written material.
- Ability to determine relevancy of material read.
- How to record information accurately.
- How to evaluate data in relation to specified criteria.

SPECIFIC:

- Knowledge of method to change/insert manual material.
- General knowledge of total categorical programs.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	85%	5%	10%	3	3	1	3	SW.J. 4

GOAL:

OBJECTIVE:

TASK: Reviews case records/data about current duties, noting questions/issues which should be considered, in order to prepare for regularly scheduled conference with supervisor.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Preparation for supervisory conference is thorough and pertinent.
- Preparation is completed within reasonable length of time.

NUMERICAL:

- All (100%) relevant material is reviewed prior to each supervisory conference.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to organize information.

SPECIFIC:

- Knowledge of local office procedure as related to task.
- Knowledge of case records.

Objective | Goal | Organizational Unit

ADMINISTRATIVE TECH.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	50	40	10	4	4	1	4	SW.J. 5

GOAL:

OBJECTIVE:

TASK: Talks to/listens/discusses with Central Office administrators, reports/notes relating to needs/desires of field workers, using own observation and discussion with field workers, in order to interpret needs of the field to Central Office staff.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Needs/desires are communicated accurately/clearly/logically.

NUMERICAL:
- Field workers state that worker relayed their needs/desires accurately to Central Office staff in X% of instances.

TRAINING CONTENT

FUNCTIONAL:
- How to analyze, correlate data
- How to present a logical discussion
- How to discover needs by observation
- Knowledge of turbulence indicators in personnel operations

SPECIFIC:
- Knowledge of S.O.P. in presenting material to Central Office
- Knowledge of source material for determining needs/desires of workers in agency

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

A. Induction/Orientation
B. Providing On-the-Job Training
C. Conducting/Attending Staff Meetings
D. Making Assignments/Work Flow Planning
E. Consulting with Subordinates
F. Performance Evaluation/Maintaining Production Standards
G. Reporting
H. Leave, Hours
I. Terminations
J. Mediating Disputes

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	60%	5%	4	4	1	4	S.A. 3

GOAL:

OBJECTIVE:

TASK: Consults with/advises agency director concerning abilities/qualifications of prospective employees, relying on own knowledge of Federal/State/agency selection criteria and requirements, in order to recommend which applicant should be hired.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker's advice /recommendations are accurate/ complete/thorough.
- Worker completes task with reasonable speed.
- Worker's advice/recommendations reflect knowledge of applicants' abilities/qualifications and agency selection criteria/requirements.

NUMERICAL:
- Less than X% of prospective employees selected prove to be unsatisfactory.
- Less than X% of information presented on prospective employees is inadequate/unclear/ erroneous.
- Agency director selects/hires X% of applicants recommended by worker.

TRAINING CONTENT

FUNCTIONAL:
- Ability to summarize information.
- Ability to communicate information.

SPECIFIC:
- Knowledge of staff unit and manpower needs.
- Knowledge of candidates' abilities/qualifications.
- Knowledge of Federal/State/agency selection criteria and requirements.

Objective | Coal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4B	1A	45%	50%	5%	5	5	1	5	S.B 7

GOAL:

OBJECTIVE:

TASK: Teaches/demonstrates to subordinates various techniques of modifying behavior of patients in ward, using ward setting as appropriate, and encourages the application of appropriate action (within the structured design of the ward) following specific instructions left by the charge nurse/doctor, drawing upon own knowledge of techniques of behavior modification, desired behavior in/objectives of the ward/hospital, in order to increase the ability of the nursing staff to react appropriately to patients' behavior.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Selection of demonstration techniques is based upon realistic assessment of staff needs.
- Techniques taught are consistent with treatment plans of patients.
- Worker is careful to emphasize flexibility, discourage rigidity in staff.

NUMERICAL:

- In X time, fewer than X number of complaints from staff doctors, nurses that workers are reacting inappropriately to behavior acted out by patients.
- In X time, fewer than X number of criticisms from subordinate that they received insufficient training in techniques of responding to patient acting out.

TRAINING CONTENT

FUNCTIONAL:

- How to respond to patient "acting out".
- How to teach/demonstrate techniques of behavior modification.
- How to assess staff needs/workload demands.

SPECIFIC

- Behaviors desired/forbidden in ward.
- Techniques of behavior modification used at the hospital.
- Objectives of the ward/hospital.
- Recent comments/directives/instruction of professional treatment staff.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35%	60%	5%	4	4	1	4	S.B. 8

GOAL:

OBJECTIVE:

TASK: Gives advice/offers suggestions/discusses with line workers concerning training for foster parents, clarifying state/agency policy, planning/budgeting procedure/discussing training in techniques in one-to-one and group training situations and demonstrating techniques in actual training sessions, in order to increase line worker's ability to respond to the training needs of foster parents.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Advice, suggestions are given clearly and courteously.
- Worker makes accurate interpretation of state/agency policy.
- Training is clearly related to needs of line workers in relation to foster parents.

NUMERICAL:

- In X time, fewer than X number of complaints from line workers that training was confusing or unclear.
- In X time, fewer than X number of instances of incorrect advise/suggestion given to line workers.

TRAINING CONTENT

FUNCTIONAL:

- How to give advice/offer suggestions.
- How to train people in techniques of one-to-one or group involvements.
- How to demonstrate training techniques.
- Teaching skills.

SPECIFIC:

- Training needs of foster parents/line workers.
- Objectives of the Foster Care Program.
- Facilities for demonstrating techniques.
- Knowledge of the Social Service model.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	65%	30%	5%	5	4	2	4	S.B. 9

GOAL:

OBJECTIVE:

TASK: Evaluates/reviews/discusses with the Director each new staff member, upon completion of orientation, considering performance, attitude, and sick leave, in relation to agency goals and objectives, applying own knowledge of agency work performance standards, in order to recommend necessary on-the-job training.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Recommendations for on-the-job training for a new worker are substantiated.
- Worker recognizes any possible on-the-job performance problems.
- Worker's manner is business like.

NUMERICAL:
- X% of worker's recommendations are approved by Director over X period of time.

TRAINING CONTENT

FUNCTIONAL:
- Current methods and procedures.
- How to evaluate a new employee's performance in orientation to predict future on-the-job performance.
- How to recognize when a new worker is competent to handle a task.

SPECIFIC:
- Specific individual employee's performance, attitude and attendance.
- Usual procedures for starting new work.
- Knowledge of agency/unit's goals and objectives.
- Knowledge of agency work performance standards.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4A	1A	55%	35%	10%	4	4	1	4	S.C. 3

GOAL:

OBJECTIVE:

TASK: Participates in Administrative Staff meeting, listens to/questions/discusses problems/receives instructions and clarification re policies and procedures in order to solve program problems.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate.
- Thoroughness in presenting problems.
- Conciseness in reporting problems.

NUMERICAL:

- Fewer than X complaints per year about attitude of worker pertaining to group interaction.
- X% of staff feel they were adequately informed.
- X% of policy/procedures are duly implemented.

TRAINING CONTENT

FUNCTIONAL:

- How to ask/answer questions.
- How to concisely describe problems.

SPECIFIC:

- Awareness of co-worker interaction.
- Agency policies/procedures.
- Rules of order for meetings.
- Flexibility in discussion.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	50%	45%	5%	3	3	3	3	S.C. 4

GOAL:

OBJECTIVE:

TASK: Discusses with workers, decides upon mutually acceptable dates and times for case conferences using S.O.P., upon general instructions from administrator, in order to draw up a supervisory schedule.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Works efficiently.
- Schedule is orderly and thorough.

NUMERICAL:
- X% of scheduled consultations are met.
- All case conferences are scheduled.
- Supervisory schedule is completed in X time.

TRAINING CONTENT

FUNCTIONAL:
- How to organize and schedule consultation time for several subordinates.
- Knowledge of methods of supervision.

SPECIFIC:
- Work flow of workers and supervisor.
- Agency S.O.P. for scheduling case conferences.

Objective | Goal | 1 | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	50%	45%	5%	4	4	1	4	S.D. 3

GOAL:

OBJECTIVE:

TASK: Controls, directs the sequencing of events during a briefing session involving several psychiatric evaluations, insuring that significant individuals are available at appropriate times, modifying procedures or schedules as conditions require, acting on own initiative or in concert with consulting psychiatrist or other significant individuals, in order to conduct evaluation sessions as efficiently as possible.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker assures that sessions operate smoothly and efficiently.
- Worker's manner/attitude is pleasant/cooperative.
- Worker is able to cope with crisis situations as they arise.

NUMERICAL:

- All (100%) significant individuals are present at appropriate times.
- Over X period of time, no more than X complaints are received from consulting psychiatrists that modifications of schedules and/or procedures were inadequate/unnecessary.
- Evaluation sessions are conducted within agency time limits X% of the time.

TRAINING CONTENT

FUNCTIONAL:

- How to coordinate a meeting involving many activities programmed to occur sequentially and involving a number of people.
- How to cope with crisis situations.
- Knowledge of psychiatric evaluation process.

SPECIFIC:

- Knowledge of S.O.P. for psychiatric evaluations.
- How to determine when and how to modify procedures and schedules for psychiatric evaluation sessions.
- Specific individuals who must be present at evaluation sessions.

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	50%	45%	5%	3	3	1	4	S.D. 5

GOAL:

OBJECTIVE:

TASK: Plans/schedules psychiatric evaluation session at agreed upon times, in appropriate setting with necessary equipment, notifying counselors to prepare/arrange for inmates participation at specified times, following agency S.O.P., in order to arrange for psychiatric evaluation of inmates.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- All counselors are notified regarding names and times for inmate evaluations.
- Arrangements regarding time, place, equipment for briefings are made promptly.

NUMERICAL:

- Over X time, fewer than X omissions due to worker oversight, are noted by supervisor.
- All (100%) of psychiatric evaluation sessions are scheduled within agency time limits.

TRAINING CONTENT

FUNCTIONAL:

- How to schedule a series of briefings.
- How to communicate routine instructions.
- Knowledge of role of psychiatric input into correctional rehabilitation.

SPECIFIC:

- Agency S.O.P. for briefings.
- Knowledge of which counselors to notify.
- Specific inmates to be evaluated.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60%	35%	5%	4	4	1	4	S.D. 10

GOAL:

OBJECTIVE:

TASK: Notifies/requests selected counselors/psychologists to prepare summary material on inmates scheduled for psychiatric evaluation, stressing that material must be concise, complete, and pertinent, following agency S.O.P., reviewing and critiquing submitted materials, in order to provide a written summary, for the consulting pyschiatrist, on each inmate scheduled for evaluation.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Briefing material is requested courteously and with sufficient specificity to insure understanding.
- Worker assures that materials developed adequately reflect history and current status of each inmate scheduled for evaluation.
- Worker reviews and critiques materials submitted within agency time limits.

NUMERICAL:

- In no more than X instances per year, counselors/psychologists complain that directions given were unclear/arbitrary.
- In not more than X% of instances, consultant rejects submitted material as irrelevant, incomplete, inaccurate.
- Written summaries are provided for all (100%) inmates scheduled for evaluation.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of psychiatric evaluation process; information needed to effect correct evaluations.
- How to evaluate written summaries for social/psychological content.
- Supervisory skills.

SPECIFIC:

- Knowledge of specific inmates scheduled for psychiatric evaluation and their case history.
- Knowledge of S.O.P. for psychiatric evaluations.
- Which psychologists/counselors to notify.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	65%	30%	5%	5	5	1	4	S.E. 2

GOAL:

OBJECTIVE:

TASK: Examines/evaluates/discusses with other institutional staff, a request to have a person admitted to the Security Medical Facility, considering the stated need for diagnosis/treatment, the facilities available to help the person, and the technical legality of the steps followed in initiating the request, in order to decide whether or not to accept the person for admittance to the institution.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker assures that the decision takes into consideration all relevant factors and represents a clear analysis of the information presented.
- Decision is within the bounds of institutional policy and regulations.

NUMERICAL:

- No more than X persons are denied admission for inappropriate reasons, as determined by Bureau Director/judge/etc.
- In X time, no more than X complaints are received from other institutional staff concerning worker's manner.

TRAINING CONTENT

FUNCTIONAL:

- How to decide whether or not an individual should be admitted to a Security Medical Facility considering the types of staff specialities, equipment, and space available in relation to the stated need for diagnosis/ treatment.
- How to decide whether or not procedures followed, for requesting admission, were within the bounds of the law.
- How to evaluate data in relation to specified criteria.

SPECIFIC:

- S.O.P. for the scheduling, agenda, etc., of this meeting.
- Any relevant background information on a specific case.
- Knowledge of staff specialities equipment and space available in the institution.
- Knowledge of procedures necessary for requesting admission.

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	5	1A	25	70	5	4	4	1	4	S.E. 6

GOAL:

OBJECTIVE:

TASK: Clarifies/interprets work procedures to clerical subordinates when normal procedures are not applicable, and discusses/explains daily work assignments related to maintenance of employment and salary histories of Department employees, in order to coordinate and supervise the work activities of clerical subordinates.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Interpretations/assignments are clear, concise.
- Performance requirements are within range of subordinates' capabilities and take work loads into consideration.
- Worker is considerate, tactful.

NUMERICAL:

- Less than X complaints over X period of time from subordinates that interpretations/assignments were unclear or unrealistic.
- Fewer than X complaints in X period of time from staff that employment and salary histories of Department employees were inefficiently maintained.

TRAINING CONTENT

FUNCTIONAL:

- How to explain/describe tasks to subordinates
- How to relate and compare performance requirements to tasks to assessment of worker capabilities

SPECIFIC:

- Work load, capabilities of subordinates
- Department supervisory guidelines and standards
- How employment and salary histories are maintained
- Procedures for completing specific clerical tasks

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4P	1A	45%	50%	5%	4	4	1	4	S.E. 7

GOAL:

OBJECTIVE:

TASK: Discusses with staff the origin and development of present organizational or operational problems in order to increase workers' understanding of and sensitivity to problems and provide an information base for developing alternative solutions.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Completely/thoroughly/accurately explains organizational/operational problems.
- Worker is aware of/sensitive to/understands subordinates' organizational or operational problems.

NUMERICAL:

- Less than X% of workers complain material was presented in negative manner.
- Workers are able to understand problems and make constructive recommendations for solution of problems in X% of cases.
- Less than X% of workers complain they cannot work within system.

TRAINING CONTENT

FUNCTIONAL:

- Ability to develop alternate plans.
- Supervisory skills.
- Ability to communicate information.

SPECIFIC:

- Knowledge of all interfaces that bear on problem.
- Knowledge of agency organizational/operational problem.
- Knowledge of background information on specific issue.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	50%	40%	10%	5	5	1	4	S.E. 8

GOAL:

OBJECTIVE:

TASK: Discusses problems with/advises/gives direction to lower level specialists within a specified unit of the agency, using own knowledge of policies/procedures established for the specific program and the organization, in order to coordinate the activities of the unit within the agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Unit's activities are efficiently coordinated.
- Direction/consultation is consistent with established policies/procedures and organizational structure.

NUMERICAL:

- No more than X instances arise in X days where unit's activities are not coordinated.
- No more than X complaints in X period of time from lower level specialists that worker consultation is unclear or illogical.

TRAINING CONTENT

FUNCTIONAL:

- How to give clear direction/supervision that does not conflict with established policy/procedure.
- Knowledge of Business Administration.
- Purpose of the agency.
- Supervisory skills.

SPECIFIC:

- Extensive knowledge of policies/procedures involved in the specific program.
- Organizational structure of the unit.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Meth.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	40%	55%	5%	3	4	1	4	S.E. 9

GOAL:

OBJECTIVE:

TASK: Encourages/persuades line workers to make visits to all foster children/foster homes, as frequently as possible for each case, being cognizant of caseload responsibility and immediate priorities, as well as service needs of foster children/foster parents, in order to increase the frequency of line worker contacts with foster families.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is persuasive but uses common sense in knowing how hard to push.
- Worker makes realistic assessment of worker caseload and priorities.
- Clearly, logically points out the reasons that frequent visits to foster families are needed.

NUMERICAL:

- In X time, at least X% of line workers make at least X visits to all foster children and foster homes assigned to them.
- In X time, fewer than X number of complaints from line workers that worker is overbearing, demanding, unreasonable.

TRAINING CONTENT

FUNCTIONAL:

- How to encourage/persuade someone to practice certain standards of work.
- How caseload size and priority interrelate with foster care cases.
- How to make presentation clearly, briefly.

SPECIFIC:

- Purpose of visits to foster families.
- Caseload responsibilities and priorities.
- Objectives of foster care.
- Knowledge of the Social Service Model.

Objective | Cost | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	85%	10%	5%	6	5	3	5	S.F. 10

GOAL:

OBJECTIVE:

TASK: Determines/advocates general philosophy for the placement of children in foster homes and their subsequent return to natural home/retention in foster care/placement in institution, developing (or assigning development to subordinate) general guidelines for these decisions according to professional knowledge and experience, in order to develop consistent state level standards for foster care decisions for guidance of line workers.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: • Philosophy realistically provides for defined needs of children currently being provided foster care in the state. • Worker considers the needs of children not currently being served. • Guidelines developed (or assigned) relate directly to the philosophy, but recognize realistic field variables that line workers must contend with. **NUMERICAL:** • In X time, fewer than X number of complaints from line workers that guidelines are inconsistent with philosophy, confusing. • In X time fewer than X complaints from line workers that standards are unrealistic.	**FUNCTIONAL:** • Thorough understanding of Social Services. • How to develop an agency philosophy. • How to develop guidelines to implement or encourage a philosophy to become general practice. • How to apply professional knowledge and experience to agency policy decision. • How to integrate directives of a service program on a statewide basis. **SPECIFIC:** • Needs of children in the state. • Facilities, services available. • Manpower, budget realities. • Alternatives to foster care. • Realistic assessment of line worker interaction with County Boards.
PERFORMANCE STANDARDS	TRAINING CONTENT

ADMINISTRATIVE [illegible]

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	90%	5%	5%	5	4	1	4	S.F. 12

GOAL:

OBJECTIVE:

TASK: Reads/reviews case folders of clients who have been in short term foster care for maximum time, evaluating current situation against alternatives of long term foster care/return to natural parents/adoptive placement, providing consultation/advice to caseworkers, using own knowledge and skill and relying on agency guidelines in order to insure that each foster care case is properly serviced.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Alternatives to short-term foster care are carefully explored for difficult cases.
- Possible inputs to worker skills are thoroughly examined.
- Reviews are completed periodically and with reasonable speed.

NUMERICAL:
- Case folders for Foster Care cases are reviewed at least X times per X period of time.
- In X time, fewer than X complaints from line workers that advice given by worker does not apply to case.

TRAINING CONTENT

FUNCTIONAL:
- How to review written documents.
- How to recognize knowledge or skill needs of subordinates specific to existing cases.
- Knowledge of foster care principles and practices.
- Knowledge of human dynamics.

SPECIFIC:
- Where Foster Care folders are located, what the component parts are.
- Objectives of Foster Care, alternative programs.
- Line worker's qualifications, experience.
- Training facilities available.
- Agency policy for servicing foster care.
- Knowledge of Social Service Model.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	5	1A	15%	80%	5%	4	4	1	4	S.I. 3

GOAL:

OBJECTIVE:

TASK: Discusses/counsels employee about poor quality of work performance, examining task outcomes against stated criteria and discussing assessment with worker, following agency S.O.P., in order to advise of agency expectations, extending opportunity to improve performance and/or alerting worker of possible disciplinary action/dismissal during probationary period/termination if performance continues unsatisfactorily.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker accurately/completely/thoroughly advises subordinate about work performance standards and policy on disciplinary action/probation/termination.
- Worker demonstrates flexibility/adaptability in dealing with subordinate.
- Worker demonstrates uniformity in dealing with this subordinate/other subordinates.
- Worker is aware of/sensitive to/understands problems/weaknesses of subordinate concerning performance of job tasks.

NUMERICAL:

- Less than X% of workers complain supervisor applies different standards to different staff members.
- Less than X% of poor work performance is not identified by supervisor.
- No original appointed worker with overall unsatisfactory performance during probationary period gains permanent employee status.

TRAINING CONTENT

FUNCTIONAL:

- Ability to communicate information.
- Supervisory skills.

SPECIFIC:

- Knowledge of agency standards of work performance.
- Knowledge of agency policy on disciplinary action/probation/termination.
- Knowledge of specific worker's performance of job tasks.

PERFORMANCE STANDARDS

TRAINING CONTENT

W.I.N.

(W) 65

A. Criteria/Procedure for Selection of Trainees
B. Identification/Screening of Clients
C. Selection/Referral to W.I.N.
D. Support Services for Trainees
E. Counseling
F. Adminstration/Management of Program

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	3	4	W.A. 5

GOAL:

OBJECTIVE:

TASK: Determines/describes/identifies details of training program desired by client, identifies services the agency/community will provide, makes arrangements for payment of training and services, and checks for accuracy and consistency of the report, following agency/departmental policy and guidelines for "Individual Training Plans", in order to develop an "Individual Training Plan" for approval by supervisor and state office.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- "Individual Training Plan" is clearly identified, accurately described.
- Services necessary are clearly outlined.
- Worker accurately describes cost involved, responsibility for its payment

NUMERICAL:

- In X time, fewer than X% of plans submitted by worker are returned by supervisor because of vagueness or inaccuracy/inconsistency of statements.
- In X time, fewer than X number of payment schedules are rejected by suprevisor for violation of agency policy.

TRAINING CONTENT

FUNCTIONAL:

- How to clearly identify/describe planned activity.
- How to identify services which will be needed to implement a plan.
- How to work with budgets/payment schedules.
- How to read/interpret policy.

SPECIFIC:

- Agency/Departmental policy for "Individual Training Plan".
- How approval for plan is obtained.
- Reasonable costs for the area for various services which must be provided/purchased.
- Training plan/costs.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	60%	35%	5%	4	4	1	4	W.B. 6

GOAL:

OBJECTIVE:

TASK: Assesses/asks questions of client/observes/evaluates the needs of client otherwise tentatively adjudged eligible for an "Individual Training Plan", for supportive casework, exercising judgement based on training and experience in order to determine the extent and nature of services needed by client to complete a particular training program.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Assessment of client's needs for service is based on extensive contact, conversation, and observation of client's functioning.
- Uses good sense and judgement to discover needs which will impede client progress toward goals.

NUMERICAL:

- In X time, fewer than X number of persons approved for an "Individual Training Plan" need major additional service not foreseen by worker.
- In X time, fewer than X number of complaints from clients about worker's attitude or manner.

TRAINING CONTENT

FUNCTIONAL:

- How to assess client's needs in relation to a given plan.
- How to ask questions to solicit information about specific subject.
- How casework services contribute to agency objectives.
- Knowledge of casework principles.

SPECIFIC:

- Purpose of "Individual Training Plan" program.
- Services available.
- Background of individual.
- Demands of the training program.

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE TRIO

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	55%	40%	5%	3	3	1	3	W.B. 12

GOAL:

OBJECTIVE:

TASK: Explains/describes/clarifies client's educational objectives and general educational background during personal or telephone contact with officials of educational institution or local contact with the Department of Public Instruction, in order to verify that client can be matched up with desired training program.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately, clearly describes client's objectives.
- Uses good judgement in injecting information about client's background which may be pertinent to the match-up of client/training program.
- Follows up on any leads toward training programs mentioned during contact.

NUMERICAL:

- In X time, fewer than X number of cases where client has an "Individual Training Plan" approved, but later cannot get into program.
- In X time, fewer than X number of complaints from contacts, that worker did not clearly state his request.

TRAINING CONTENT

FUNCTIONAL:

- How to clearly state a request for information.
- How to relate a training program to a client's educational objective.

SPECIFIC:

- Agency policy for contact with Educational Institution.
- Whom to contact at Department of Public Instruction.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	80%	5%	15%	2	2	1	3	W.B. 13

GOAL:

OBJECTIVE:

TASK: Searches Declaration form/Food Stamp affidavit/application of applicant/client for adult males and children age 16 and over and not in school, applying own knowledge of agency/Federal guidelines for WIN program referral, in order to identify persons who fit criteria for mandatory referral to WIN program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately identifies persons eligible for referral to WIN program.
- Completely/thoroughly searches specified forms/affidavits/applications.
- Works with reasonable speed.

NUMERICAL:

- All WIN eligibles are identified for referral to WIN Program within agency time limits.
- Less than X% error in identification of those persons eligible for mandatory referral to WIN program.

TRAINING CONTENT

FUNCTIONAL:

- Ability to select pertinent information from specified forms.
- Ability to read names and numbers.

SPECIFIC:

- Knowledge of agency and Federal guidelines for WIN Program referral.
- Knowledge of content/location of specific forms/affidavits/applications.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	60%	35%	5%	4	4	3	4	W.D. 5

GOAL:

OBJECTIVE:

TASK: Assesses the availability of community or other non-agency resources which could be applied toward the funding of clients training program, contacting the appropriate referral agencies/persons and following up on any leads discovered in these contacts, applying agency guidelines and own knowledge of financial needs of the training program, agency resources, and client resources, in order to determine if client and agency resources can be supplemented by other resources.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is resourceful, uses good judgement in attempting to locate non-agency resources.
- Worker accurately determines whether or not outside resources can be applied to client's training program.
- Worker is courteous, but purposeful and professional in contacts with other agencies/persons.

NUMERICAL:

- In X period of time, fewer than X number of community or area resources are overlooked by worker.
- In X time, fewer than X number of complaints from referral persons about worker's manner, attitude.

TRAINING CONTENT

FUNCTIONAL:

- How to relate programs, resources to casework needs.
- How to contact referral agencies/persons.
- How to recognize follow-up on clues for resource possibilities mentioned during contact.
- How to budget, determine needs of client.

SPECIFIC:

- Needs of client, prepared client budget.
- Agency list of referral sources.
- Needs of the training program (financially).
- Client background.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80%	15%	5%	4	4	3	4	W.D. 9

GOAL:

OBJECTIVE:

TASK: Assesses client resources/agency resources, using information obtained from client and own knowledge of agency budget/resources and investigates the possibilities of supplementing client's income/ resources through part time work/scholarships, following agency S.O.P., in order to determine whether or not training can be funded by client/agency resources.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Agency and client resources are accurately recorded and assessed.
- Costs of training, client needs during the training period are accurately budgeted.
- Additional possibilities of client income, scholarship possibilities are thoroughly investigated.

NUMERICAL:

- In X time, fewer than X number of errors in computing budget, recording income and cost figures.
- In X time, fewer than X number of instances when available agency resources are not accurately determined.

TRAINING CONTENT

FUNCTIONAL:

- How to compute budgets.
- How to determine eligibility from manual specifications, agency policy.
- How supplementary income, scholarships can be secured by clients.
- How to establish client motivation.

SPECIFIC:

- Client background, income, resources.
- Agency resource potential.
- Scholarship, information, resource persons.
- Costs of training.
- Agency budgeting policy.

PERFORMANCE STANDARDS

TRAINING CONTENT

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	70%	25%	5%	4	4	1	4	W.D. 10

GOAL:

OBJECTIVE:

TASK: Investigates the potential of the agency to provide remedial training or otherwise assist the client in overcoming educational barriers to entrance into a training program, drawing upon the knowledge and experience of supervisor and program specialists, as necessary, in order to utilize available agency resources in removing barriers to client's employability.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker exhausts agency potential to provide assistance in the removal of barriers to entrance into a training program.
- Supervisor/program specialists are used as resource persons in determining if agency resources exist.
- Barriers to the training program are accurately defined.

NUMERICAL:

- In X time, fewer than X instances where agency resources are available but not identified by worker.
- In X time, fewer than X complaints from supervisor that barrier to entrance to training program was incorrectly defined.

TRAINING CONTENT

FUNCTIONAL:

- How to investigate agency resources.
- How to define the problem.
- How to use the experience/knowledge of others.

SPECIFIC:

- Specific problem of client.
- Options available to client.
- Requirements of the training program.
- Agency objective, policy regarding employment services.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
36	1A	1A	90%	5%	5%	3	3	1	3	W.D. 11

GOAL:

OBJECTIVE:

TASK: Writes/enters data on Certification Record, specifying services with which the agency will assist the client, and that such services have been provided or arranged, in order to certify that client will receive services as part of the Work Incentive Program (WIN).

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is careful to authorize services for which the agency has the capability to provide.
- Worker refers to service plan developed for the client.
- Work completed within reasonable time.

NUMERICAL:

- All services certified are arranged or already provided.
- In X time, fewer than X number of complaints from Employment Office personnel that services certified were not provided.

TRAINING CONTENT

FUNCTIONAL:

- How to read/write/fill out forms.
- How to verify that service has been planned/provided.

SPECIFIC:

- Services the agency can provide.
- Responsibilities of the agency in WIN Program.
- Uses of the certification record.
- Where records on client are kept, how to retrieve.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	50%	45%	5%	4	4	1	4	W.D. 12

GOAL:

OBJECTIVE:

TASK: Evaluates initial reaction of client to training environment, assesses feasibility of baby-sitting and transportation plans, supports/counsels client in crisis situations, based on consultation with client's supervisor and personal observation of the client at the job site, in order to determine WIN client's progress toward achievement of established goals.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker evaluates progress client is making toward goals objectively and professionally.
- Carefully examines plans designed to combat specific barriers (baby-sitting, transportation) for signs of problems that may divert client from his main goals.
- Observes client objectively, talks to supervisor at job site, searching for client problems in adjusting to the work environment.

NUMERICAL:

- In X time, fewer than X number of clients suddenly develop severe job problems without worker being aware of this situation.
- Separate review of case by worker's supervisor reveals client is successfully working toward his goals in at least X% of worker's caseload.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate client progress toward his goals.
- How to systematically remove barriers to client progress.
- How to support/counsel client during crisis situations.
- General knowledge of the evidences of a sound employee-employer relationship.
- Knowledge of behavioral science.

SPECIFIC:

- Alternative possibilities for baby-sitting, transportation plans.
- Client background, strengths, goals, objectives of WIN program.
- Alternative local training, employment possibilities.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	35%	60%	5%	3	4	3	4	W.D. 13

GOAL:

OBJECTIVE:

TASK: Informs applicant/client of mandatory referral to WIN program, explains in a general way the provisions of the WIN program including allowances, incentive opportunities, requirements, tailoring the discussion to the individual response of the applicant/client, exercising judgement based on experience and knowledge of agency/Federal guidelines for WIN program referral, in order to assure that a particular applicant/client is aware of the necessity for participation and understands the ramifications.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Works with reasonable speed.
- Worker is patient/tactful.
- Worker is articulate, speaks objectively/ persuasively.
- Information is clear, concise and consistent with agency and Federal guidelines.

NUMERICAL:

- Less than X% complaints regarding inadequate/ insufficient information/explanation.
- Less than X% complaints regarding worker's attitude/manner.
- All applicants/clients receive explanation prior to mandatory referral to WIN program.

TRAINING CONTENT

FUNCTIONAL:

- Ability to communicate information.
- How to interpret agency and Federal guidelines.

SPECIFIC

- Knowledge of agency and Federal guidelines for WIN program referral.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	40%	55%	5%	3	3	3	4	W.D. 14

GOAL:

OBJECTIVE:

TASK: Attends WIN orientation session for WIN enrollees to provide input to the group as an agency representative, explains IM program, (i.e., budgeting procedures, limitations, etc.), responding to enrollee questions, following agency S.O.P. and applying knowledge of the WIN and Income Maintenance Programs, in order to inform enrollees of effect of employment on monthly grant.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is clear, concise, and consistent with agency policy.
- Discussion is relevant to the topic under consideration.
- Manner is pleasant, tactful.
- Attitude is positive, helpful.

NUMERICAL:

- Less than X number of complaints that worker's explanation is irrelevant, unclear.
- Less than X number of complaints regarding worker's manner/attitude.

TRAINING CONTENT

FUNCTIONAL:

- Ability to speak in public.
- Ability to communicate information.
- How to function in small group settings.
- How to interpret, relate, respond to questions in an open group situation.

SPECIFIC:

- Knowledge of agency IM programs.
- Knowledge of WIN program.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4A	1A	35%	60%	5%	4	4	1	4	W.D. 15

GOAL:

OBJECTIVE:

TASK: Clarifies/discusses with/answers questions of client who has requested training which the agency can not approve, stating the basis of the denial of services and helping the client identify potential areas of training based on client interest and abilities, following agency policy, in order to make the client aware of opportunities available to him (both in the agency and outside).

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanations of the basis of rejection are frank, forthright, and clear.
- Options available to client are clearly stated, worker listens to client's feelings/preferences/ fears.
- Referral potential is explored.
- Worker is courteous, non-threatening.

NUMERICAL:

- In X time, fewer than X number of complaints from clients about worker's attitude.
- Over X time, at least X% of the clients counseled about denied training programs are able to select alternative training or goals.

TRAINING CONTENT

FUNCTIONAL:

- How to clarify/discuss client's question in a stressful situation.
- How to function in one-to-one situation.

SPECIFIC:

- Background of client; training program requested.
- Options available to client.
- Agency policy on counseling clients whose requests have been denied.

Objective | Cost | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	45%	50%	5%	5	5	3	4	W.D. 16

GOAL:

OBJECTIVE:

TASK: Discusses with/clarifies advantages/disadvantages of relocation to clients who are considering a training program for which low employment prospects in the immediate area are forecast, helping client consider such problems as the difficulty of interviewing at a distant location, the expense of moving, family attitudes, etc., using own knowledge of agency policy and resources, in order to increase client's awareness of the meaning of relocation and establish client's attitude toward relocation.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discussion with client is to the point, instructive, clearly stated.
- Worker is alert for feedback (indications of uncertainty, doubts, fears).
- Worker relates particularly to problem areas which previous contact indicate would most likely affect client.
- Worker is not unduly negative, but asks client to be realistic.

NUMERICAL:

- In X time, fewer than X number of clients who are counseled about relocation, are unable to relocate when training is over because of personal problems.
- In X time, fewer than X number of complaints from client that worker was unduly negative.

TRAINING CONTENT

FUNCTIONAL:

- How to relate in a one-to-one interview.
- How relocation can put stress on the family situation.
- How to direct client's attention to specific problems, ideas, or consideration.
- How to assess client attitudes in an interview situation.
- Knowledge of behavioral science.

SPECIFIC:

- Where, how far away employment prospects are likely to exist for specific client.
- Background of client.
- Agency, resources, policy.
- Length of training program (time of year client will be seeking employment).

PERFORMANCE STANDARDS | TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	2B	40	45	15	4	4	1	3	W.E. 9

GOAL:

OBJECTIVE:

TASK: Advises students on job-seeking skills, discussing job application processes, explaining procedures for withholding Social Security and income tax, clarifying job applications, as well as discussing the techniques and attitudes necessary to obtain and hold a job, using dummy forms, lectures and educational equipment (overhead projector, etc.) to sharpen the students' understanding of work and work related experiences they are likely to encounter.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's advice and explanation are correct, applicable, clear and understood by students.
- Worker operates educational equipment skillfully.

NUMERICAL:

- Over X period of time, no more than X complaints are voiced by students that they do not understand subjects worker discussed.
- Over X period of time, no more than X complaints are received as to worker's advice, explanation and/or operation of equipment.

TRAINING CONTENT

FUNCTIONAL:

- How to give advice, share information, so that it is understood by students
- How to operate educational machinery
- A general knowledge of counseling techniques
- Knowledge of work and work related experiences the students are likely to encounter

SPECIFIC:

- Knowledge of students, their abilities and expectations
- Knowledge of materials available
- Knowledge of how to operate office equipment

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	40%	55%	5%	3	3	1	3	W.E. 14

GOAL:

OBJECTIVE:

TASK: Advises/encourages client as he completes application procedures required for entrance into a training program, clarifying information needed on forms and stressing the availability of the agency during crisis situations, in order to assist the client with the application process.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is unassuming, assists only as client requests assistance.
- Worker is alert to confusion or discouragement in client, reinforces client and encourages him.
- Accurately explains entries on forms.

NUMERICAL:

- In X time, fewer than X number of forms completed in the presence of worker contain errors.
- In X time, fewer than X number of complaints from clients that worker was overbearing, argumentative, or rude.

TRAINING CONTENT

FUNCTIONAL:

- How to read and interpret forms.
- How application procedures to institution work in general practice.
- How to recognize/react to confusion or discouragement in client.
- How to advise inobtrusively.

SPECIFIC:

- Application procedures for local training centers.
- Agency service capability.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	50%	45%	5%	2	3	1	3	W.F. 5

GOAL:

OBJECTIVE:

TASK: Describes/clarifies training program proposed by client during contact with Employment Service worker, referring to worksheet of client interview, in order to verify the demand for specific skills locally or in some other area.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Describes client's program accurately and briefly.
- Uses good judgement in relating particular skills to training program/employment situations.

NUMERICAL:

- In X time, fewer than X% of clients complete a training plan, and are unable to secure jobs when worker has verified their availability at the start of the program.
- In X time, fewer than X number of complaints from Employment Service workers that worker's description of jobs/skills/training program is incomplete/misleading/etc.

TRAINING CONTENT

FUNCTIONAL:

- How to relate skills/jobs/training programs.
- How to secure information in one-to-one contact by phone/in person/by letter/by memo.
- How to state request clearly and specifically.

SPECIFIC:

- Who to contact in employment service.
- What criterion exist for acceptable demand levels for specific skills.
- Agency policy for transfer of skills to related employment situation.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	1A	90%	5%	5%	5	5	1	4	W.F. 6

GOAL:

OBJECTIVE:

TASK: Composes new/modifies existing departmental rules concerning Project Work Incentive Program (WIN), in accordance with state law and the agency manual of procedures, following agency S.O.P., concerning modification of rules, in order to clarify existing state laws concerning Project WIN.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Rules are workable, to-the-point, and easy to understand.
- Rules are consistent with state law and the department manual of procedures.
- Rules are modified in a reasonable amount of time.

NUMERICAL:

- At least X% of the modified rules are accepted by the Department.
- Over X period of time, no more than X number of rules are found to be inconsistent with either state law or the Department manual of procedures.
- At least X number of rules are modified in no more than X hours.

TRAINING CONTENT

FUNCTIONAL:

- How to write logically, simply and precisely.
- How to understand, simplify and apply state law and departmental procedures.

SPECIFIC:

- Knowledge of state law and departmental procedures, as they apply to Project WIN.
- Knowledge of the departmental S.O.P. concerning modification of rules.

Objective | Coal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Lang.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	1A	90%	5%	5%	5	5	1	4	W.F. 7

GOAL:

OBJECTIVE:

TASK: Modifies policy and procedures for Project Work Incentive Program (WIN) in employees' manual, using evaluation of Federal and State regulations, following S.O.P. in order to update manual.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Manual is up-to-date, easy to understand and precisely written.
- Manual is modified in a reasonable amount of time.
- Manual is consistent with Federal and State regulations

NUMERICAL:

- Over X period of time, no more than X number of complaints are received as to manual's obsolescence, complicated expressions and/or vagueness.
- Over X period of time, no more than X number of inconsistencies with Federal and/or State law are found in manual.
- Manual is modified in no more than X number of working hours.

TRAINING CONTENT

FUNCTIONAL:

- How to write clearly, simply and precisely.
- How to modify what has already been written.
- How to understand and apply State and Federal regulations to employees' procedures.

SPECIFIC:

- Knowledge of State and Federal regulations as they apply to procedures of WIN Project.
- Knowledge of employees' needs for procedural clarification.
- Knowledge of employees' manual.
- Knowledge of departmental S.O.P. for manual revision.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	60%	35%	5%	4	4	1	4	W.F. 8

GOAL:

OBJECTIVE:

TASK: Participates (gives verbal reports/assesses client progress toward goals/assesses relation to Work Incentive Program (WIN) guidelines) at team meetings, persuasively presenting client's strengths, wishes, needs, drawing upon knowledge of clients and program objectives, in order to determine whether or not to terminate client participation in WIN program.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Termination of client's participation in WIN program made on objective assessment of the program's further ability to help client.
- Speaks persuasively to the group about the client's attitudes, goal orientation, etc.
- Understands WIN program guidelines well enough to assess whether or not the needs of the client can best be served by the WIN program.

NUMERICAL:

- In X time, team decision supports worker decision at least X% of the time.
- In X time, fewer than X number of complaints from team members that worker does not give clear, incisive reports about her clients at the team meetings.

TRAINING CONTENT

FUNCTIONAL:

- How to give clear, descriptive reports about a client's progress.
- How to establish the needs of an individual against established program guidelines.
- How to function in small group settings.
- How to speak objectively, but persuasively.

SPECIFIC:

- Under what conditions a program can be terminated (negatively or positively) for a client.
- How the decision to terminate is made.
- What types of information are used at the team meeting to make termination decisions.
- Lines of responsibility, alternatives or supplemental programs for client.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	50	45	5	4	4	1	4	W.F. 9

GOAL:

OBJECTIVE:

TASK: Reviews/assesses (in conjunction with a client's team) progress toward goals through participation in WIN (Work Incentive Program) programs drawing upon knowledge of client's case history and participation in the WIN program, using standards and guidelines for WIN program, in order to determine whether to terminate or continue client's participation in WIN program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Termination of client's participation in WIN program made on objective assessment of the program's further ability to help client.
- Speaks persuasively to the group about the client's attitudes, goal orientation, etc.
- Understands WIN program guidelines well enough to assess whether or not the needs of the client can best be served by the WIN program.

NUMERICAL:

- In X time, team decision supports worker decision at least X% of time.
- In X time, fewer than X number of complaints from team members that worker does not give clear, incisive reports about clients at the team meeting.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate/report on client related social data
- How to evaluate the needs of an individual against established program guidelines
- How to function in small group settings
- How to speak objectively, but persuasively

SPECIFIC:

- Under what conditions a program can be terminated (negatively or positively) for a client
- How the decision to terminate is made
- What types of information are used at the team meeting to make termination decisions
- Lines of responsibility, alternatives or supplemental programs for clients
- Knowledge of standards and guidelines for WIN program

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45	50	5	3	4	1	3	W.F. 10

GOAL:

OBJECTIVE:

TASK: Talks to/consults with county caseworkers about potential WIN (Work Incentive Program) referral clients discussing client case records, insights each worker has developed, evaluating potential alternative referrals, etc., in order to determine the best program available to client.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discussion with county caseworker is oriented toward developing information pertinent to placement of client in a program.
- Worker reviews existing case records, asks for clarification of any unclear portions.

NUMERICAL:

- In X time, program determined for client at meeting with caseworker proves viable.
- Worker always obtains available files from caseworker.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate social data
- How to determine which program fits a client's qualifications

SPECIFIC:

- Service programs available to client
- Caseworker records available
- Personality of co-workers
- Alternative referral sources for client

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	4	1	5	W.F. 11

GOAL:

OBJECTIVE:

TASK: Determines format for/writes or approves articles to be included in a pamphlet containing specific information about the local Work Incentive (WIN) program stating the offerings of social service and employment services agencies, in relation to the goals of each agency locally, in order to increase understanding of clients (potential and actual)/community persons/caseworkers about the local WIN program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information included in pamphlet is oriented to the objectives of each agency.
- Worker is careful to explain each program clearly and logically.
- Uses good literary style, using language levels appropriate to audience, in explaining all programs

NUMERICAL:

- In X time, fewer than X complaints from workers in both agencies that worker did not explain their programs/objectives clearly.
- In X time, no complaints from supervisor that pamphlet did not express the orientation of the agency.

TRAINING CONTENT

FUNCTIONAL:

- How to write clearly and logically about programs for general distribution
- How to organize and print a pamphlet

SPECIFIC:

- Local program orientation
- Local program objectives, procedures
- Resources available for use in developing and distributing a pamphlet
- Relation of WIN program and Employment Securities

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	35	60	5	4	4	1	4	W.F. 12

GOAL:

OBJECTIVE:

TASK: Discusses/explains the Work Incentive (WIN) Program and action plans (i.e., office procedures, lines of responsibility, clerical work, filing procedures, acess to files, etc.) with individual County Directors and members of eligibility staff, being alert for feedback and sensitive to local procedures and facilities, in order to encourage cooperation between WIN personnel and eligibility staff.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is courteous, explanations are clear and concise when talking to county directors.
- Worker is thorough in explaining the types of administrative support needed from the counties, access to files, etc.
- Worker is flexible in permitting county office latitude in process of providing support, but firm in requiring that support occur.

NUMERICAL:

- In X time, after discussion with county directors, fewer that X number of recurring support problems where county staff is uncooperative.
- In X time, fewer than X number of complaints from County Directors that worker is unreasonable, discourteous.

TRAINING CONTENT

FUNCTIONAL:

- How to analyze/explain complex data
- How to recognize alternative methods of support which will work as well
- How to be clear, accurate in explanations, discussions with individuals
- How to speak persuasively/logically

SPECIFIC:

- Particular support needs of WIN
- Relationship needed/desired between WIN staff and county staff
- Background, attitudes, special problems of county directors.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

DIRECT SERVICES

(D)

A. Interviewing
B. Translating/Bilingual
C. Coaching
D. Referral
E. Home Management
F. Reporting/Recording/Processing
G. Housing

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	1	3	D.E. 4

GOAL:

OBJECTIVE:

TASK: Copies/writes number and kind of supplies needed by laundry and maintenance crew onto supply orders, using supply requisitions and State and institutional forms, following agency S.O.P., State and institutional regulations, in order to record and verify supply orders.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is written legibly, transcribed accurately, and completely.
- Information is transcribed in a reasonable amount of time.

NUMERICAL:

- Over X period of time, fewer than X% of orders and verifications are incomplete and/or inaccurate.
- Information is transcribed onto each form in no more than X minutes.

TRAINING CONTENT

FUNCTIONAL:

- How to copy accurately, legibly and completely.
- How to read State and institutional orders and forms.
- How to understand State and institutional regulations.

SPECIFIC:

- Knowledge of supply orders.
- Knowledge of supplies.
- Knowledge of S.O.P.
- Knowledge of State and institutional regulations as they apply to supply orders.

PERFORMANCE STANDARDS | TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	2	2	2	2	D.F. 5

GOAL:

OBJECTIVE:

TASK: Estimates total number of linens (sheets, towels, wash cloths) on hand, compares estimated numbers with institutional lists of linen that must be kept on hand, following institutional guidelines, in order to determine/record the number of each to order.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is accurate.
- Estimate is completed rapidly.

NUMERICAL:

- No more than X number of errors per X estimate.
- Completes X estimates per X period of time.
- In X time, no more than X complaints are received concerning number of linens ordered.

TRAINING CONTENT

FUNCTIONAL:

- Arithmetic skills.
- How to read.

SPECIFIC:

- S.O.P. for recording linen to be ordered.
- Where linen supply is located.
- Knowledge of institutional lists of required linens.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	85%	5%	10%	2	2	1	2	D.F. 6

GOAL:

OBJECTIVE:

TASK: Maintains a record of items available for loan (crutches, walkers, etc.), listing items and dates and intervals of time of loans, in order to list for worker's information items which are currently available for loan.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- List is accurate and complete.
- List is completed within reasonable length of time.

NUMERICAL:

- List is updated at least every X working days or as requested.
- No more than X complaints over X time that list is inaccurate or incomplete.

TRAINING CONTENT

FUNCTIONAL:

- How to record information.

SPECIFIC:

- Knowledge of local office procedures as related to task.
- Knowledge of what information should be listed.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	2	2	2	3	D.F. 7

GOAL:

OBJECTIVE:

TASK: Writes/completes specified form (report/requisition) for obtaining gas/oil/antifreeze for vehicle, following agency S.O.P., in order to request an adequate supply of gas/oil/antifreeze for vehicle.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Writes legibly.
- Accurate information in ordering for proper vehicle.

NUMERICAL:

- Less than X times per day/month/year, requisitions are not legible.
- Less than X% of time, form contains incorrect information.

TRAINING CONTENT

FUNCTIONAL:

- See G.E.D.
- How to follow directions in filling out a form.

SPECIFIC:

- Knowledge of agency forms (S.O.P.).
- Knowledge of when to complete the form.
- Knowledge of where to deposit form after it is completed.
- How task relates to subsystem goal.
- Knowledge of gas mileage, oil consumption of specific vehicle.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	2	2	1	2	D.F. 8

GOAL:

OBJECTIVE:

TASK: Writes/records the readings on the gauges, thermometers, etc., filling out the chart as prescribed, in order to keep a running record of the boiler plant's functioning.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Readings are accurate.
- Readings are made at the prescribed time.
- Record is complete and legible.

NUMERICAL:

- Records the readings once every hour.
- Over X period of time, no more than X complaints that handwriting is illegible.
- Over X period of time, no more than X commissions or obvious errors.

TRAINING CONTENT

FUNCTIONAL:

- How to read gauges and thermometers.
- How to fill out a chart.

SPECIFIC:

- When to take what readings.
- Location of blank charts, pencils, etc.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	70%	15%	10%	4	4	3	4	D.F. 9

GOAL:

OBJECTIVE:

TASK: Examines requests for supplies, equipment, and repairs submitted by department heads, checking specifications and price lists, contacting initiator of request for validity, priority, and immediacy, approving/disapproving individual items in accordance with agency policy and guidelines, in order to process requests for repairs/purchase of supplies.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's examination of supply requests is thorough, conforms with agency policy.
- Items are approved on an individual basis, according to immediacy and priority.

NUMERICAL:

- In X time, fewer than X number of supply requests are not approved/disapproved within X time.
- In X time, supervisor notes fewer than X number of items with low priority ordered without sufficient justification.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate requests in terms of given policy.
- How to check specifications and price lists.
- How to establish validity, immediacy of requests in personal contacts.
- Knowledge of procurement process.

SPECIFIC:

- Institution policy, procedures for ordering supplies.
- Budget realities, item priority.
- Needs of each department.'
- Location of specifications/price lists.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	3	3	1	3	D.G. 1

GOAL:

OBJECTIVE:

TASK: Inspects/looks over property being offered for rent to applicants/clients of the agency, checking for general health and/or safety hazards, in relation to Board of Health standards/Housing Code and agency policy, in order to determine whether property is suitable for rental and to notify the Board of Health for approval or Housing Code enforcement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is thorough, attentive to detail.
- Worker completes inspection in a reasonable amount of time.

NUMERICAL:

- Worker accurately recognizes all hazards to health and safety.
- Over X period of time, no more than X residences referred to Health Department are approved by that department.
- Over X period of time, no more than X residences approved by worker are later condemned by Health Department, with no significant changes occurring in the interim.

TRAINING CONTENT

FUNCTIONAL:

- How to recognize obvious hazards to health and safety in a dwelling.
- General knowledge of construction techniques.

SPECIFIC:

- General understanding of the Board of Health's standards.
- Agency policy for inspecting rental properties.
- Nature of any complaints about the property.

PERFORMANCE STANDARDS

TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	80%	15%	5%	4	3	3	3	D.G. 2

GOAL:

OBJECTIVE:

TASK: Examines/evaluates completed housing rehabilitation projects in relation to agency housing standards, checking for client satisfaction, the quality of workmanship and adequacy of repairs and installations, in order to approve/authorize payment for satisfactorily completed housing rehabilitation projects.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Uses good judgement in approving finished projects.
- Carefully considers client's comments.
- Approved rehabilitation projects are consistent with agency standards.

NUMERICAL:

- Never approves payment for unsatisfactory or incomplete projects.
- In X time, fewer than X complaints from contractors that criticisms of work completed were inaccurate/invalid.
- In X time, fewer than X complaints from clients that worker approved incomplete/shoddy repair work.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- Housing standards that must be met.
- Thorough knowledge of construction principles/practices.
- Ability to make value judgements regarding relative importance of observed defects.

SPECIFIC:

- Knowledge of what was to be repaired in each specific case.
- S.O.P. for approval of repair jobs.
- How to register criticism/request for improvement to contractor before payment is made.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	75%	5%	20%	3	2	1	2	D.G. 3

GOAL:

OBJECTIVE:

TASK: Scans property records, searching for information about a specific property, following the County Records Office's rules for the use of their materials, in order to obtain the name of the owner of the property.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is thorough, yet minimizes wasted effort.
- Finds the information as quickly as possible.
- Careful to follow rules of County Records Office.

NUMERICAL:

- Worker finds the name of the owner of a specific property in X amount of time.
- No complaints from the County Records Office that worker was discourteous or not careful with their materials.

TRAINING CONTENT

FUNCTIONAL:

- How to find information in a reference book.
- How to read property records.

SPECIFIC:

- S.O.P. for cooperating with the County Office of Records.
- How to find out who owns a specific piece of property.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	75%	20%	5%	2	2	1	2	D.G. 4

GOAL:

OBJECTIVE:

TASK: Maintains lists of available housing, obtaining information through newspapers, observation and phone calls, in order to provide information on available housing to meet needs of individuals/ agency clients.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, pertinent and complete.
- Information is recorded within reasonable length of time.

NUMERICAL:

- All (100%) information is recorded.
- Information is recorded within X working days of receipt.
- In X time, no more than X complaints are received from individuals/clients that the information provided by the worker was inaccurate/incomplete.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to record information.

SPECIFIC:

- Knowledge of agency and local office guidelines as related to the task.
- Knowledge of community/housing resources.
- Knowledge of housing needs of specific individuals/agency clients.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	2	2	1	2	D.G. 5

GOAL:

OBJECTIVE:

TASK: Writes/copies the addresses of dwellings that are available for rent, as well as information needed to contact the owner/manager and other significant information, following agency S.O.P. for recording the information, in order to maintain a record of available housing.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurately and completely recorded.
- Worker writes legibly.

NUMERICAL:

- Over X period of time, at least X% of listings of available housing are found to be accurate upon review by supervisor.
- Over X period of time, no more than X complaints are received from co-workers/supervisor that worker's writing is illegible.

TRAINING CONTENT

FUNCTIONAL:

- How to copy information from one source to another.
- How to follow written/oral instructions.

SPECIFIC:

- What information concerning a dwelling should be recorded.
- Agency S.O.P. for maintaining this record (i.e., where to record it, format, etc.).

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1A	90%	5%	5%	2	2	1	2	D.G. 6

Organizational Unit | Goal | Objective

GOAL:

OBJECTIVE:

TASK: Canvasses community, seeks/notes location of vacant apartments and houses which may be suitable/ available for rental to agency clients, using own knowledge of agency housing standards, in order to identify additional available housing for inclusion on agency housing lists.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is alert and quickly identifies vacant houses and apartments.
- Worker accurately remembers the location.

NUMERICAL:

- Worker spots X vacant dwellings in X amount of time.
- Over X period of time, no more than X instances when worker fails to note the correct location.

TRAINING CONTENT

FUNCTIONAL:

- How to determine the location/address of a dwelling.
- How to determine whether or not a rental property would be suitable for rent by agency clients.

SPECIFIC:

- The needs of the agency's clients for housing (e.g. multiple bedroom homes, etc.).
- Knowledge of the community.
- Knowledge of agency housing standards.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

VOLUNTEERS

(V)

A. Planning
B. Recruitment
C. Assignment Supervision
D. Referral

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	40%	55%	5%	4	4	1	4	V.C. 4

GOAL:

OBJECTIVE:

TASK: Telephones specified house-bound clients on daily basis, working from a list of such individuals, visiting briefly with them, asking questions/listening to their responses, following agency S.O.P., in order to determine if they have immediate/special needs.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Questions are clear, concise.
- Calls are completed as required.
- Manner is friendly/helpful.
- Agency's resources are used to capacity.
- Good judgement is used in meeting expressed needs with limited resources.

NUMERICAL:

- All (100%) clients are phoned every working day.
- Fewer than X% complain of worker's manner.
- Fewer than X% of crisis situations/needs go unrecognized/unanswered.

TRAINING CONTENT

FUNCTIONAL:

- How to use telephone.
- Communication skills.
- How to select pertinent information/elicit further clarifying data in verbal conversation.
- How to make priority judgements.

SPECIFIC:

- Knowledge of local office procedures as related to task.
- Knowledge of persons to be called.
- Knowledge of alternative resources available.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	2C	25%	40%	35%	2	3	1	3	V.C. 5

GOAL:

OBJECTIVE:

TASK: Responds to emergency referrals at direction of supervisor, utilizing agency/community resources (moves clients, transports clients to doctor, etc.) following agency guidelines/procedures, in order to provide services to meet emergency needs of clients.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Response is made to all emergency referrals.
- Response is made within reasonable length of time.
- Manner is warm/empathetic.

NUMERICAL:

- Response is made to all (100%) emergency referrals.
- Response to emergency referrals is immediate.
- Fewer than X% of clients complain of worker's manner.

TRAINING CONTENT

FUNCTIONAL:

- How to drive a car.
- How to reassure/provide emotional support.
- How to recognize/deal with unusual situations/ circumstances.

SPECIFIC:

- Knowledge of agency and local office guidelines as they relate to the task.
- Knowledge of community.
- Knowledge of resources.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	1A	65%	30%	5%	2	2	1	2	V.D. 2

GOAL:

OBJECTIVE:

TASK: Talks with resource representative for service agency, inquiring as to action taken on referral of individual to agency, following agency S.O.P., in order to obtain and record information for worker.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information obtained is accurate, pertinent and complete.
- Information is obtained within reasonable length of time.

NUMERICAL:

- All (100%) needed information is obtained.
- Information is obtained within 5 working days of receipt of request.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to record information.

SPECIFIC:

- Knowledge of agency and local office guidelines as they relate to task.
- Knowledge of referral.
- Knowledge of specific service agency.
- Knowledge of information needed.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

LEGAL

(L) 32

A. Agency Fair Hearings
B. Employee Grievance
C. Compliance Issues
D. Contracts

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	5	1	5	L.A. 12

GOAL:

OBJECTIVE:

TASK: Composes/writes a monthly report of the appeal proceedings, following agency S.O.P., focusing on specific problems and recommending plans to alter/revise policy in order to inform the Commissioner of work accomplished in the previous month/new problems/possible solutions to the problems.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report is accurate/clear/informative/thorough.
- Suggestions are feasible and relate to the problems.
- Report is made in a reasonable amount of time.

NUMERICAL:

- Report is made by X date in the new month.
- Over a specified period of time, fewer than X complaints from Commissioner concerning unclear, incomplete information.
- Over a specified period of time, X% of reports are found to be consistent with available data.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of legal process/procedures
- How to identify problems and determine possible solutions

SPECIFIC:

- Knowledge of work of the agency
- Specific information to be included in the report
- Knowledge of routing procedures
- Knowledge of capabilities of the agency, specifically in area of stated problem(s)
- Knowledge of agency policy and procedures
- Knowledge of resources/options available for dealing with problems

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85	5	10	4	4	3	4	LA. 13

GOAL:

OBJECTIVE:

TASK: Visually examines records of an agency within the Department, using own knowledge of legal process, in order to insure that the decision on the appeal, as approved by the Commissioner, was followed up by appropriate action.

PERFORMANCE STANDARDS

DESCRIPTIVE:

. Records are examined efficiently/thoroughly in a reasonable amount of time after decision was finalized.

NUMERICAL:

. Records are examined within X time after decision was finalized.
. Over X period of time, no more than X instances where inappropriate action goes unreported/undetected by worker.

TRAINING CONTENT

FUNCTIONAL:

. How to examine records to obtain/evaluate information.
. General knowledge of legal process

SPECIFIC:

. Knowledge of the decision approved by Commissioner on the specific appeal.
. Knowledge of appropriate follow-up actions on decisions.
. How to get access to the specified agency-s records

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	55	40	5	4	4	1	4	L.A. 14

GOAL:

OBJECTIVE:

TASK: Talks to/writes client/client representatives, following S.O.P., in order to gather/obtain data about appeal and arrange for date/place for appeal.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

. Worker is courteous in gathering information.

NUMERICAL:

. Over a specified amount of time, fewer than X complaints are received concerning worker's manner.
. Information is gathered in X time.
. Over X period of time, no more than X clients/client representatives need to be contacted again because worker failed to get sufficient/relevant information.

TRAINING CONTENT

FUNCTIONAL:

. General knowledge of legal process.
. How to obtain relevant information.
. How to conduct business correspondence

SPECIFIC:

. S.O.P. for obtaining information.
. Specific information required for an appeal.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4A	1A	45%	50%	5%	4	4	1	4	L.A. 15

GOAL:

OBJECTIVE:

TASK: Discusses/reviews the recommended decision on an appeal with the commissioner, clarifying any questions, delineating ramifications of/support for the decision, in order to inform the commissioner of the rationale for the decision.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Discussion is clear, comprehensive and to the point.
- Explanation reflects thorough knowledge of the appeal.

NUMERICAL:

- Answers all questions.
- Over X period of time, fewer than X complaints from the commissioner about clarity or lack of support for the decision.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- Knowledge of Federal and State regulations as they pertain to social services.

SPECIFIC:

- Departmental policies and procedures at they apply to appeals.
- Knowledge of the basis for the particular decision.
- Legal ramifications of decisions and support for decision.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	55%	40%	5%	4	4	1	4	L.A. 16

Organizational Unit | Goal | Objective

GOAL:

OBJECTIVE:

TASK: Presents/explains/clarifies a recommendation for disposition of case on appeal to the appeals review committee, delineating the factors which led to the decision, citing Federal and State rules/requirements and departmental/bureau policy, as necessary, in order to advocate a recommended decision to the review committee.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The recommendation is presented clearly and is well-supported.
- Worker accurately cites applicable sections of Federal/State/departmental regulations.

NUMERICAL:

- In X time, fewer than X complaints from appeals review committee that the recommendation was unclear and/or unsubstantially supported.
- In X time, no more than X complaints from other committee members, that worker's position was untenable.

TRAINING CONTENT

FUNCTIONAL:

- How to present a recommendation and support for the recommendation.
- How to read/interpret legal terminology.
- How to evaluate data in relation to specific criteria.

SPECIFIC:

- Knowledge of State/Federal/departmental regulations/laws as they apply to social services.
- Knowledge of Hearings and Appeals procedures.
- Knowledge of factors which led to the decision.
- Knowledge of background/history of specific case.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	80%	5%	15%	5	5	1	4	L.A. 17

GOAL:

OBJECTIVE:

TASK: Writes/composes/prepares a report explaining the reasons the review committee rejected the decision of the Fair Hearings Officer on appeal, in order to support and explain the review committee's decision to the commissioner.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The decision to reject a recommendation is factually supported.
- The report is clear and comprehensive.
- Worker carefully explains conflicting points of view.

NUMERICAL:

- A report is prepared to accompany every rejected recommendation.
- In X time, fewer than X complaints from the commissioner that a report was difficult to follow or insufficient to support the denial of a decision made on an appeal.

TRAINING CONTENT

FUNCTIONAL:

- How to prepare a position paper.
- State and Federal regulations as they apply to social services.
- Written communication skills.

SPECIFIC:

- Thorough knowledge of departmental policy.
- Thorough knowledge of State and Federal regulations as they apply to each appeal.
- Knowledge of the appeal and the ramifications of the final decision.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	2B	60%	25%	15%	3	3	1	3	L.A. 18

GOAL:

OBJECTIVE:

TASK: Records conversations held with client and other information regarding an appeal, using a recording machine (tape recorder, etc.) and following S.O.P., obtaining client's permission to record and explaining in detail how the recording is to be used, in order to have a verbal record available to support a decision on the appeal.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Recordings are audible, clear.
- All important information is recorded.
- Handles the machine with care.

NUMERICAL:

- Over a specified period of time, fewer than X complafnts received from those needing information that the information was not recorded or that recordings were not clear or audible.
- Over X period of time X repairs are required because the recorder was mishandled.

TRAINING CONTENT

FUNCTIONAL:

- How to use a recording machine.
- How to record a conversation.
- See G.E.D.

SPECIFIC:

- How to use office recording machine.
- Specific information to record.
- S.O.P. for recording information.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	4	1	4	L.A. 19

GOAL:

OBJECTIVE:

TASK: Examines/evaluates/reviews the recommendation made by the Fair Hearings Officer concerning disposition of an appeal, considering departmental policy, State and Federal regulations and the merits of the case presented, in order to accept or reject the recommended decision.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully examines all factors.
- Uses good judgment in determining if decision conforms to departmental policy.

NUMERICAL:

- Upon review by the commissioner, fewer than X% of the decisions are not upheld.
- Decision is reached within X time after recommendation was presented.

TRAINING CONTENT

FUNCTIONAL:

- How to read/interpret/apply Federal/State departmental policy and regulations.
- How to evaluate data in relation to stated policy guidelines.
- Knowledge of law as related to Fair Hearings.

SPECIFIC:

- Knowledge of State and Federal programs, their policies and procedures, as they pertain to social services.
- Understanding of the specific bureau's policies, procedures, rules and regulations.
- Understanding of the ramifications of the decisions.
- Knowledge of the recommendations made by Fair Hearings Officer.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	5	5	3	5	L.C. 2

GOAL:

OBJECTIVE:

TASK: Critiques/reviews/examines suggested policies/plans of agencies within the agency, using a knowledge of capacities/functions of agencies in the Department and legal base for agency operation, in order to determine if agency policy/plan is feasible/applicable/legal.

PERFORMANCE STANDARDS

DESCRIPTIVE:
. Conclusion is consistent with data.
. Determines status of plan in a reasonable amount of time.

NUMERICAL:
. Over a specified period of time, X% of decisions are agreed with the Commissioner.
. Determines status in X time.

TRAINING CONTENT

FUNCTIONAL:
. How to review/evaluate a complex document

SPECIFIC:
. Knowledge of legal base for agency operation
. Functions/capacity of specific agency
. Department policy- how to analyze policy

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

FUNCTIONAL JOB ANALYSIS

(F) 14

A. Obervation/Interview
B. Analysis
C. Recording/Filling out Forms
D. Job Restructuring
E. Consultation

Da	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	55	45	10	5	5	3	5	F.A. 4

GOAL:

OBJECTIVE:

TASK: Examines, evaluates information from worker interviews, observation of work, literature of the field and other available sources, using Functional Job Analysis methods and techniques to categorize gathered information, in order to write applicable and appropriate task statements in specified area of work with attendant training content requirements, performance standards and functional levels.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Task statements are completed and meet the standards of FJA.
- The content of the task statement is representative of a feasible work situation within agency or department.

NUMERICAL:

- Each task statement meets editing criteria.
- A rating by another person skilled in task analysis differs by no more than 1 point in one or two areas/scales.
- Completes analysis of all areas assigned in stated or negotiated time limit.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of Functional Job Analysis methods and techniques
- How to use and apply the guidelines, scales and standards of FJA in writing task statements
- How to write in a grammatically correct, easily understood, concise style
- Knowledge of sources of available information
- How to extract pertinent information from a mass of data

SPECIFIC:

- Knowledge of general purpose and function of work being described and analyzed

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	60	30	10	5	5	3	5	F.B. 4

GOAL:

OBJECTIVE:

TASK: Refines, edits, catalogues, absorbs/adapts new tasks, applying knowledge of FJA techniques and McBee Keysort system, distributes to task bank users, new or corrected tasks on a continuing or intermittent basis, in order to manage the task bank.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Management of the task bank is effective and results in up-to-date task banks throughout the agency.
- Procedures for distribution are effective and rapid.

NUMERICAL:
- Less than X% of complaints that information is not being received promptly.
- Less than X tasks per X amount of time are inaccurately written/scaled.

TRAINING CONTENT

FUNCTIONAL:
- How to edit, catalogue and correct task statements using FJA techniques
- How to analyze data against a set of criteria
- Knowledge of McBee Keysort technique
- How to organize a system to operate effectively

SPECIFIC:
- Knowledge of agency routing procedures
- Knowledge of agency S.O.P. for task bank
- Identification of task bank users in the agency

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45	55	10	5	5	3	5	F.D. 1

GOAL:

OBJECTIVE:

TASK: Guides manager in designing/restructuring jobs, using FJA techniques and tools as they relate to effective manpower utilization principles and theories, suggesting or advising varied/different approaches, keeping in mind or promoting worker needs, in order to help manager to design/restructure effective, productive and worker-satisfying jobs in his section.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Suggestions are clear and related to the situation.
- Worker is sensitive, perceptive and interested.
- Purpose of consultation is achieved

NUMERICAL:
- Less than X complaints are received regarding worker's inability to suggest approaches or methods.
- Less than X% of complaints are received regarding worker's manner.
- Evaluation of restructured jobs shows that X% of the workers are satisfied with their jobs.
- Over X period of time, X% of the managers report that restructured jobs resulted in greater productivity.

TRAINING CONTENT

FUNCTIONAL:
- Thorough knowledge of FJA techniques and tools
- Knowledge of manpower utilization principles and theories
- How to ask questions to obtain information for helping others to identify problems
- How to present information and suggestions to meet the needs and solve problems of others
- How to analyze data against a set of principles, theories, etc.

SPECIFIC:
- Knowledge of specific work situation and manager
- Knowledge of worker needs in specific section
- Knowledge of purpose, goals, and objectives of specific section/agency

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	4A	1A	55%	40%	5%	5	5	1	4	F.E. 1

GOAL:

OBJECTIVE:

TASK: Consults (gives advice/suggestions) with/to departmental administrative personnel regarding the use of Functional Analysis in departmental subsystems/work units, using own knowledge of Functional Analysis methodology and social service process, in order to devise effective procedures/policies for worker training, evaluation, recruitment and career development.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Advice/suggestions are well thought out, planned to solve particular personnel problems administrator may have.
- Advice/suggestions incorporate Functional Analysis principles, make maximum use of Functional Analysis information.
- Policies/procedures devised are in line with overall Departmental policy.

NUMERICAL:

- No more than X number of administrative/supervisory personnel report that worker's advice/suggestions were inappropriate, unclear, contrary to departmental policy in X time.
- Worker devises policies/procedures in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- Thorough knowledge of Functional Analysis and social service process.
- How to communicate ideas effectively.
- How to devise policies/procedures in light of Functional Analysis.

SPECIFIC:

- Personnel problems in specific subsystem/work unit.
- Reality conditions related to devising policies/procedures in specific subsystem/work unit.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	40%	55%	5%	4	4	1	4	F.E. 2

GOAL:

OBJECTIVE:

TASK: Explains/defines/clarifies to administrative personnel the parameters, integration and mechanics of Functional Analysis as it applies to specific programs/work units/departments, demonstrating the application of Functional Analysis to the program process and giving advice/suggestions about its implementation, in order to increase understanding and acceptance of this administrative tool among administrators.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- The explanation is clear, complete and presented in a clearly understood manner.
- Suggestions are appropriate for the work/unit department.
- Integration of social service process is stressed where applicable.

NUMERICAL:

- At least X% of personnel talked to indicate that worker's explanations are pertinent and understandable.
- No incorrect information is given.

TRAINING CONTENT

FUNCTIONAL:

- Thorough understanding of Functional Analysis.
- Understanding of the social service process.
- How to communicate ideas.
- How to think analytically.

SPECIFIC:

- Knowledge of how Functional Analysis applies to the specific work unit.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	60%	25%	15%	5	5	1	5	F.E. 3

GOAL:

OBJECTIVE:

TASK: Examines/evaluates/unifies information from various interviews and written sources regarding a specific subsystem within the Department, in relation to the steps involved in a process, interrelationships within the process, the need for each step, and the social service philosophy or over-riding policy, using own knowledge of systems procedures and drawing upon other agency resources as necessary, pictorially diagramming the subsystem, in order to compose a flow chart.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker selects from among the varied viewpoints that sequence of events that best reflect an efficient social service process.
- The flow chart accurately reflects the information derived from interviews and written sources.
- Where possible, the flow chart pinpoints or eliminates wasted activities and those activities in conflict with philosophy/policy/etc.
- Choice of words is appropriate.
- The flow chart is clear, easy to follow and is not easily open to misinterpretation.

NUMERICAL:

- Over X period of time, worker averages spending X amount of time to draw up a flow chart of agency subsystem.

TRAINING CONTENT

FUNCTIONAL:

- How to draw up a flow chart of a subsystem of activities based on a diversity of information, being flexible as to the most appropriate pictorial representation.
- How to determine what steps/components may possibly be unnecessary.

SPECIFIC:

- How to obtain the information that has been gathered.
- Specific Department philosophy/policy for the subsystem.
- Limitations on flow chart design.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	5	1	4	F.E. 4

GOAL:

OBJECTIVE:

TASK: Examines/reviews Task Analysis worksheets from agency task bank with respect to a specific flow chart, using own knowledge of Task Analysis methodology and specified flow of activity within the agency, deciding whether or not the worksheets provide an accurate analysis of activities described on the flow chart, making necessary changes on the worksheets, noting on the flow chart those tasks that are valid, in order to determine which previously written tasks are acceptable and which steps on the chart require the writing of new tasks.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Tasks selected are appropriate to the chart and prove valid upon review.
- Worker is thorough and explores all avenues in selecting tasks that may be appropriate to the chart.
- Tasks selected are accurate, according to Functional Task Analysis technology.

NUMERICAL:

- Over X period of time, no fewer than X% of tasks selected for a chart are accepted upon review.
- Over X period of time, worker finds X number of tasks in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to recognize a task that is acceptable for a specified flow of activity.
- How to change a Task Worksheet to adapt it for a flow chart without drastically changing the meaning or harming the technology.
- Knowledge of Task Analysis methodology.

SPECIFIC:

- Contents and meaning of the flow chart under consideration.
- Specified flow of activity within the agency.
- Knowledge of agency task bank.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

CLERICAL

(c)

A. Record Keeping/Verifying, Bookkeeping, Accounting
B. Writes/Fills in Forms
C. Typing/Office Machine Operation
D. Stenographic/Shorthand
E. Filing/Assembling Materials
F. Mailing/Routing
G. Communications/Receptions
H. Data Collection/Compiling
I. Inventories/Acquisitions
J. Secretarial/Office Managerial

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90	5	5	4	4	3	4	C.A. 17

GOAL:

OBJECTIVE:

TASK: Examines /evaluates case records of clients deceased during current audit period, checking whether proper consideration was given to available assets, based on knowledge of program and official auditing procedure for cases of deceased, in order to determine if correct benefits were paid.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Examination is complete, accurate and thorough.
- Examination is consistent with proper auditing procedure for cases of deceased clients.
- Examination is completed within a reasonable amount of time.

NUMERICAL:

- Less than X number of complaints from County Director that examination was incomplete and/ or inaccurate.
- Upon a recheck of the same cases at a later date, less than X % of the records are found to be in violation of policy and procedure.

TRAINING CONTENT

FUNCTIONAL:

- How to perform financial audit of case records.
- How to recognize errors and deviances from official policy and procedure.

SPECIFIC:

- How to locate case records of deceased for each county.
- How to determine amount of money allocated for each case.
- Knowledge official policy and procedure regarding the audit of cases of deceased.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Organizational Unit | Goal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	80	10	10	3	3	3	3	C.A. 18

GOAL:

OBJECTIVE:

TASK: Checks/corrects payroll printout from central office, preparing proper forms which indicate overtime, undertime, sick-leave and annual leave to accompany the printout, gathering the required information from institutional time cards/sheets following agency S. O. P. in order to compute and inform central office of the correct amount due to employees for each pay period.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately completes appropriate forms to accompany payroll printout.
- Carefully checks payroll printout for discrepancies
- Works with reasonable speed.

NUMERICAL:

- In X time, fewer than X errors in the payroll because of inaccourate forms and information submitted by worker.

TRAINING CONTENT

FUNCTIONAL:

- How to analyze/interpret routine statistical data.
- How to use a calculator.

SPECIFIC:

- Proper forms to fill out.
- Where to locate time cards.
- When information must be complete.
- S. O. P. for routing, etc.
- How to compute amount due employee based on time and attendance records

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	75	5	20	2	2	2	2	C.A. 19

GOAL:

OBJECTIVE:

TASK: Writes/types/transcribes/tallies admission information from files to prescribed statistical forms (key sort file cards, fact sheets, using typewriter as necessary) in order to maintain accurate reports for statistical reference and for billing purposes.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Transferred information is correct, complete, and legible.
- Transfers information with reasonable speed.

NUMERICAL:
- No more than X complaints from users of information that it is incomplete, inaccurate or illegible per X amount of time.
- All necessary information is transcribed (100% accuracy).

TRAINING CONTENT

FUNCTIONAL:
- How to read admission forms, selecting/recording pertinent information.
- How to use statistical forms
- How to type

SPECIFIC:
- How to use institution typewriter
- Knowledge of what information to transcribe and how to transcribe it
- Knowledge of disposition of completed work

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	1A	2B	65	5	30	3	3	3	3	C.A. 20

GOAL:

OBJECTIVE:

TASK: Computes and checks figures concerning client's debts to State, using calculator/account books/running record sheets/accounting department sheets/county figures, according to S.O.P. and Federal regulations in order to make an accurate record of monies owed by client to the State.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Record is accurate and complete.
- Check of figures is thorough and accurate.
- Figures and/or records are completed and/or checked in reasonable amount of time.

NUMERICAL:
- Over X period of time, not more than X number of inaccuracies and/or omissions are discovered on the records or the approved figures.

TRAINING CONTENT

FUNCTIONAL:
- How to compare/compile figures on statistical form
- How to compute decimals
- How to use a calculator

SPECIFIC:
- Knowledge of office calculator
- Knowledge of sources of figures
- Knowledge of S.O.P. for computing and checking figures

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	75	5	20	4	4	3	3	C. A. 21

GOAL:

OBJECTIVE:

TASK: Examines and evaluates all orders from agencies/institutions using monthly inventory sheet/warehouse commidity sheet, in relation to Federal State regulations and following S. O. P., in order to determine whether order is within prescribed/legal bounds, and can be filled.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Orders are evaluated accurately and completely.
- Order is evaluated within a reasonable amount of time.

NUMERICAL:

- All orders are evaluated.
- Over X period of time, federal representatives discover no more than X number of orders which are illegal and can not be filled.

TRAINING CONTENT

FUNCTIONAL:

- How to read, understand and apply federal regulations.
- How to read/interpret forms and figures.
- How to compare figures, from different forms.
- See G. E. D..

SPECIFIC:

- Knowledge of pertinent forms and figures.
- Knowledge of pertinent Federal/State regulations.
- Knowledge of S. O. P. for evaluating order.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	80	5	1.5	3	3	3	3	C.A. 22

GOAL:

OBJECTIVE:

TASK: Writes/enters/transcribes quantity, size, type of item, etc., from department purchase order to purchase requisition, double-checking costs and quantities and referring to code charts, in order to prepare purchase requisition for use by Central Warehouse.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Figures are correctly added, subtracted.
- Information transcribed is legible.
- Information entered is accurate and complete.

NUMERICAL:
- Only X complaints over X time that requisition was incomplete, inaccurate or illegible.

TRAINING CONTENT

FUNCTIONAL:
- How to analyze/interpret routine statistical data
- How to transcribe information from one source to another
- See G.E.D.
- How to read/interpret code charts/requisitions
- How to use a calculator

SPECIFIC:
- What information to enter
- How to use and interpret institution's purchase forms
- How to read/interpret charts involved

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	2	1	1	2	C.A. 23

GOAL:

OBJECTIVE:

TASK: Posts/records personnel transaction information (i.e., Merit pay increases) for individual employees on card files from file sources, recording review dates, whether approved or disapproved, and all other pertinent data, so as to maintain current, readily accessible transaction files on area, county and Central office employees for future reference.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information recorded is accurate and complete.
- Information is recorded on correct cards.
- Information is recorded with reasonable speed.
- Information recorded is legible.

NUMERICAL:

- All pertinent data is recorded.
- Less than X complaints over X period of time, that information recorded is incomplete, inaccurate or illegible.
- Information is recorded on individual cards within X period of time.

TRAINING CONTENT

FUNCTIONAL:

- Legible handwriting.
- Knowledge of posting procedures.

SPECIFIC:

- Where to record information.
- What information to record and which files to use.
- Knowledge of personnel transaction information, meanings of codes, abbreviations, etc.
- Familiarity with personnel transaction information, i.e., what certain codes stand for, etc.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Coal | Organizational Unit

ADMINISTRATIVE CODE

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	65%	5%	30%	2	3	3	2	C.A. 24

GOAL:

OBJECTIVE:

TASK: Posts on each resident's account card the amount deducted from the account for the resident's share of his monthly support, using a posting machine, checking the voucher which lists the resident's share of support, in order to record the amount deducted and indicate the amount remaining in the patient's account.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker adjusts and sets the posting machine to prepare it for posting the proper information.
- Accurately posts the amount deducted from the patient's account.

NUMERICAL:

- Fewer than X account cards are incorrectly posted because of inaccurate adjustment of the posting machine in X time.
- Less than X errors in posting are found in X number of accounts in X time.

TRAINING CONTENT

FUNCTIONAL:

- How to operate a posting machine.
- How to post numbers with few transcription errors.

SPECIFIC:

- How to operate specific posting machine.
- S.O.P. to follow for posting residents' accounts.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE TRIO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	80%	5%	15%	2	2	3	2	C.A. 25

GOAL:

OBJECTIVE:

TASK: Transfers necessary data regarding monthly grant figure from case record of client to action sheet in order to record and inform the payroll unit of amount of client's monthly grant.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately transfers data to action sheet.
- Works with reasonable speed.
- Transfers/writes data legibly.

NUMERICAL:

- Makes less than X errors in transferring necessary data to action sheet.
- Completes task within X amount of time.
- Less than X% of forms are illegible/incomplete.
- All necessary data is transferred to action sheet (100% complete).

TRAINING CONTENT

FUNCTIONAL:

- Ability to accurately transfer numbers.
- How to compute balances/totals.

SPECIFIC:

- Knowledge of use of budget worksheet/action worksheet.
- Knowledge of specific data to be recorded.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	1A	1A	85%	5%	10%	2	2	3	2	C.A. 26

GOAL:

OBJECTIVE:

TASK: Writes out/types a check for the balance in patient's account when notification is received that patient is being discharged, in order to transfer money in patient's account to patient.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Check is written correctly - information is entered in appropriate place.
- Check is written for correct amount.
- Works with reasonable speed.
- Check routed to appropriate person for signature.

NUMERICAL:

- No more than X instances in X time when check is for wrong amount, made out to wrong person, etc.
- Check is made out within X amount of time from notification of patient's discharge.
- Unauthorized checks are never made out.

TRAINING CONTENT

FUNCTIONAL:

- How to write a check - all information required, etc.
- How to compute simple totals/balances.

SPECIFIC:

- Office S.O.P. for finding total/balance of patient's accounts.
- To whom check should be routed for signature.
- Procedures for obtaining and recording checks written.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1B	35	5	60	1	1	1	1	C.C. 3

GOAL:

OBJECTIVE:

TASK: Inserts magnetic tape cartridge into selectric typewriter, using correct tape, following operating instructions and tape log, so that the tape responds correctly when the selectric typewriter is operated.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Tape is inserted correctly and securely.
- The correct tape is loaded into the machine.

NUMERICAL:
- Over X period of time, the tape is inserted incorrectly not more than X number of times.
- Over X period of time, the incorrect tape is inserted no more than X number of times.
- Machine is loaded in at least X minutes.

TRAINING CONTENT

FUNCTIONAL:
- How to load a magnetic tape selectric typewriter
- How to read a tape log

SPECIFIC:
- Knowledge of operation of office magnetic tape selectric typewriter
- Office tape log and its location
- Location of tape cartridges

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	50	5	45	2	2	1	2	C.C. 4

GOAL:

OBJECTIVE:

TASK: Types from dictating machine summaries/notes/reports, using specified format for each report, in order to have a written record of these reports.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Reports are neatly and accurately typed.
- Proper format for each report is followed.
- Typing errors are corrected neatly and report is legible.

NUMERICAL:
- Report is completed by deadline.
- All typing errors are corrected.
- No more than X complaints are received from dictator that report was transcribed incorrectly over X period of time.

TRAINING CONTENT

FUNCTIONAL:
- How to type
- How to transcribe from a dictating machine

SPECIFIC:
- Knowledge of specific format for each kind of report
- Knowledge of how to operate dictating machine
- Knowledge of location of supplies

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	60	5	35	2	2	1	2	C.C. 5

GOAL:

OBJECTIVE:

TASK: Types case progress reports/face sheets/narratives/discharges/miscellaneous correspondence following agency S.O.P.'s and referring to manuals for format, checking for completeness and accuracy of information as needed in order to prepare accurate, legible copies of handwritten documents.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Types accurately using prescribed formats for each type of document.
- Completes each document with reasonable speed.
- Is familiar enough with format and content requirements for each document that worker can catch gross errors of omission or inaccuracy.

NUMERICAL:

- In X time, fewer than X number of complaints from office staff about misspelled words, format errors, or typing errors.
- Worker correctly identifies manual sources for each form at least X% of time.

TRAINING CONTENT

FUNCTIONAL:

- How to type
- How to read manual typing instructions
- How to identify gross departures from manual instructions

SPECIFIC:

- Which manuals apply to each form/other documents used by office secretaries
- Location of forms, paper, supplies
- Procedures to follow when omissions, inaccuracies on forms are suspected/identified

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	55%	5%	40%	2	2	1	2	C.C. 6

GOAL:

OBJECTIVE:

TASK: Types lists of names and addresses/letters, memos, etc. on a magnetic tape selectric typewriter, pressing or turning the appropriate keys, buttons, or dials which activate the machine, following the operating instructions and the format for various types of communications, so that the communication (letter, memo, list, etc.) is recorded on the tape correctly, or is transferred from the tape to the machine's typed communication accurately and/or is addressed to the specified individuals.

Organizational Unit

Coal

Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is recorded accurately, skillfully and thoroughly.
- Operates the machine skillfully and knowledgeably.
- Information is transferred in a reasonable amount of time.

NUMERICAL:

- No errors or omissions are discovered by supervisor on either the tapes or the typed communications.
- Over X period of time, the worker causes the machine to malfunction no more than X number of times.
- X lines of information are transferred onto tape on X number of typed sheets in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to operate a magnetic tape selectric typewriter.
- How to determine if a magnetic tape selectric typewriter is functioning properly.
- How to remedy any errors on the tape and/or on the typed communication.
- How to type accurately at 60 works per minute.

SPECIFIC:

- Knowledge of operation of office magnetic tape selectric typewriter.
- Information which should be recorded on tape and/or typed communication.
- Format for various types of office communications.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	65%	5%	30%	3	3	3	4	C.C. 7

GOAL:

OBJECTIVE:

TASK: Types and edits letters, forms, memos, and/or manual pages from a dictaphone, rough draft, form letter and/or information from account books, referring to a dictionary, and working from a knowledge of appropriate word usage, sentence structure and punctuation, in accordance with S.O.P. and/or Director's instructions, in order to prepare memos, manuals, forms in final form.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Letters, etc., are transcribed accurately and neatly.
- Letters, etc., are transcribed within a reasonable amount of time.

NUMERICAL:

- Of the X number of forms, etc., transcribed, a minimum of X number are transcribed within X minutes.
- No more than X number of complaints from people receiving letters, etc., of inaccuracies or illegibility.

TRAINING CONTENT

FUNCTIONAL:

- How to type 60 words per minute.
- How to use a dictaphone.
- Knowledge of word usage, sentence structure, and rules of punctuation.

SPECIFIC:

- Knowledge of office typewriter, dictaphone, form letters, account book and/or dictionary.
- Knowledge of Director's handwriting and instruction.
- Knowledge of S.O.P. for transcription.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	60%	5%	35%	2	2	1	2	C.C. 8

GOAL:

OBJECTIVE:

TASK: Types/transcribes personnel information concerning class title, position number, salary step and grade, effective date, pay review date, etc. from file sources to specified personnel forms, acting upon requests from Central office and county offices, double checking completed forms, in order to complete and forward forms to Merit Employment office for approval of personnel transactions.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is typed and transcribed accurately and thoroughly.
- Information is typed/transcribed in reasonable time.
- Specified personnel forms are legible and neat.

NUMERICAL:

- All code numbers, dates, etc. are accurately and completely transcribed.
- Information is transcribed within X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to type forms/documents.

SPECIFIC:

- The information to be transcribed.
- Where to locate files.
- Familiarity with personnel forms and information to be placed on them (special codes, etc.).

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	25	5	70	1	2	2	2	C.C. 9

GOAL:

OBJECTIVE:

TASK: Starts, feeds, stops, adjusts, operates a copy machine, insuring that the correct amount of paper is in the machine and following S.O.P. in order to make, upon written or oral request, the necessary number of copies of forms, reports, news articles, or workbooks.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Correct number of copies made available within reasonable time.
- Efficiently operates the copy machine.
- Alert to machine malfunctions.

NUMERICAL:
- No more than X copies are ruined per 100 copies because of operator error.
- Over X amount of time, fewer than X complaints about incorrect number of copies.

TRAINING CONTENT

FUNCTIONAL:
- How to operate a copy machine
- Knowledge of collating, assembly

SPECIFIC:
- Knowledge of agency S.O.P. for ordering duplicating services
- Knowledge of the particular office copy machine
- Knowledge of size of paper needed
- Knowledge of storage for supply materials

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	55	5	40	2	2	1	2	C.C. 10

GOAL:

OBJECTIVE:

TASK: Records data from a written draft onto a magnetic tape, using a magnetic tape selectric typewriter, making corrections if necessary, following operating instructions and the established formats for the various types of communications, in order to "program" or transfer data onto the tape.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Data transferred onto the tape is accurate and consistent with the established format.
- Machine, especially the tape section, is operated skillfully, correctly, and in accordance with operating instructions.
- Transfer of data is completed in a reasonable amount of time.

NUMERICAL:

- No errors are discovered on tape.
- Over X period of time, the machine is mishandled no more than X number of times.
- Over X period of time, at least X number of lines are transferred onto tape.

TRAINING CONTENT

FUNCTIONAL:

- How to type accurately at 60 words per minute
- How to operate a magnetic tape selectric typewriter
- How to read

SPECIFIC:

- Knowledge of data to be transferred onto tape
- Specified format for that type of communication
- Operation of office magnetic tape selectric typewriter
- Location of supplies, tapes, paper, etc.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1A	65	5	30	2	2	1	2	C.C. 11

GOAL:

OBJECTIVE:

TASK: Assembles/collates various pages of typed/duplicated reports, attaching pre-printed front sheet when applicable, and checking to see that there are enough copies of each report in response to order, and following S.O.P. in order to ensure that the reports are complete and in an easy-to-handle form.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Pages are assembled in numerical order.
- All copies have all pages of report
- Reports are attached together in prescribed manner.
- Reports are assembled in a reasonable amount of time.

NUMERICAL:
- All reports are complete.
- No more than X complaints are received that there are pages missing from report or that report is not attached together correctly.
- Report is collated in X amount of time.

TRAINING CONTENT

FUNCTIONAL:
- How to collate pages in numerical order
- How to attach pages together
- See G.E.D.

SPECIFIC:
- Knowledge of what reports require pre-printed front sheet
- Knowledge of S.O.P. for assembling and attaching pages of report
- Knowledge of when report has to be assembled
- Knowledge of disposition of assembled report
- Knowledge of required number of each report

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1A	80%	5%	15%	1	1	1	2	C.F. 14

GOAL:

OBJECTIVE:

TASK: Routes budget worksheet, computations and action sheet to supervisor/payroll/files, following agency S.O.P., in order to provide data necessary to process for approval, payment, and for filing of data in client's case record.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Works with reasonable speed.
- Accurately routes materials.

NUMERICAL:

- Budget worksheets, computations and action sheet are routed to appropriate personnel/office 100% of the time.
- Worker routes materials promptly X% of the time.

TRAINING CONTENT

FUNCTIONAL:

- How to prepare material for routing.
- See G.E.D.

SPECIFIC:

- Agency S.O.P. for routing specified materials.
- Knowledge of which forms are routed to specified units.

Objective | Goal | Organizational Unit

ADMINISTRATIVE REG.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60	35	5	3	3	3	3	C.G. 10

GOAL:

OBJECTIVE:

TASK: Schedules/makes appointments by phone for patients , to be x-rayed at the institution and elsewhere, considering the length of time required for each x-ray and the problems involved, allowing time for persuading anxious patients, following S. O. P. in order to arrange the day's appointments for maximum use of time.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Allows enough time for each x-ray requested
- Courteous when speaking on the phone.
- Orderly and dependable in scheduling appointment.

NUMERICAL:

- Fewer than x appointments overlap in X period of time,
- Fewer than x complaints of telephone manner over x period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to schedule appointments
- Telephone manners.
- Length of time required for taking x-rays

SPECIFIC:

- Knowledge of time needed for specific x-ray.
- How much time is needed between appointments.
- How to budget time.
- How to schedule around emergencies.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	65	20	15	3	3	3	3	C.G. 13

GOAL:

OBJECTIVE:

TASK: Telephones for hotel/motel accommodations or transportation reservations in response to requests of staff members, and records expenses, following S.O.P. for price guidelines, use of telephone, etc., in order to make travel arrangements for staff members.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker makes calls, telephones for reservations well in advance, as possible.
- Expenses for rooms, transportation are noted.
- S.O.P.'s for price guidelines are followed, where possible.

NUMERICAL:

- In X time fewer than X number of complaints from workers that requested reservations were not made, or made incorrectly.
- In X time, fewer than X number of instances where worker has failed to record expenses.

TRAINING CONTENT

FUNCTIONAL:

- Techniques of proper telephone communication
- How to make motel/hotel/transportation reservations
- How to interpret expense guidelines

SPECIFIC:

- Agency guidelines for expenses
- Agency regulations for use of telephone
- Staff members authorized to request reservations
- How expenses are recorded
- What to do if expenses exceed the normal guidelines

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	1A	50	45	5	2	2	1	2	C.G. 14

GOAL:

OBJECTIVE:

TASK: Calls/talks to registration clerk, providing identification information of recent applicants for service in order to check for previous contact with the agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker requests information in a polite manner.
- Correct information is conveyed to registration unit.

NUMERICAL:
- Registration unit is contacted within X period of time.
- No more than X complaints arise in X days that worker provided inaccurate information in requesting file search.

TRAINING CONTENT

FUNCTIONAL:
- Good telephone manners
- How to relate information as to services desired

SPECIFIC:
- Telephone numbers to use
- Client's name and request
- S.O.P. for calling registration and clearing for previous contact with agency

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	1A	65	25	10	2	2	1	3	C.G. 20

GOAL:

OBJECTIVE:

TASK: Calls in/telephones press releases to the area news media (radio/newspapers) reading the prepared statement to the proper personnel, following agency S.O.P., releasing only specified information as directed by supervisor in order to provide information/satisfy demands for information.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Worker is pleasant and courteous.
- Carefully follows directions releasing only prepared and approved information.
- Speaks clearly.
- Written release is legible.

NUMERICAL:
- Never releases unauthorized information.
- In X period of time, fewer than X valid complaints about worker's manner.

TRAINING CONTENT

FUNCTIONAL:
- Technique in proper telephone communication
- How to speak clearly and distinctly

SPECIFIC:
- Knowledge of agency S.O.P for press releases
- When and to whom to release information

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	2A	90	5	5	3	3	1	3	C.H. 7

GOAL:

OBJECTIVE:

TASK: Searches files, checks, pulls records of eligibles for employment, according to score, residence, geographic area of availability, class, and employment status, in accordance with S.O.P. in order to prepare the list to be typed and mailed to the agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Cards/lists assembled are complete, correct.
- Cards/lists are assembled in reasonable time.

NUMERICAL:
- Names are out of order 2 times per 100 during first six months; 1 time per 100 second six months, and thereafter, no names out of order, resulting in the hiring of an ineligible candidate.
- No more than X typing errors or transfer errors.

TRAINING CONTENT

FUNCTIONAL:
- How to read and understand complicated manual material
- How to scan and pick up information quickly
- How to use a map

SPECIFIC:
- Knowledge of information to be typed
- Knowledge of how order of names is determined
- How to translate information on register card as it applies to certification

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	85	5	10	2	2	1	3	G.H. 8

GOAL:

OBJECTIVE:

TASK: Records/notes/updates changes on the table of organization for the agency/institution, changing classifications when notified of reclassification by Merit, adding and deleting positions as they are allocated, upon notice, following agency S.O.P., in order to maintain an accurate record of all allocated positions, Table of Organization (TO) for the agency/institution.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Promptly/accurately makes changes on the T.O. as they occur.
- Works with reasonable speed.

NUMERICAL:

- Changes are made within X period of time after notification.
- In X period of time, fewer than X errors are found on the T.O.

TRAINING CONTENT

FUNCTIONAL:

- How to maintain accurate records.

SPECIFIC:

- Location of work materials
- Official notification of changes
- How to reflect changes on T.O.
- Knowledge of agency S.O.P.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	55	5	40	3	3	1	3	C.E. 9

GOAL:

OBJECTIVE:

TASK: Posts all changes in manuals as they are received, checking posting monthly against master change list and ordering any changes which check reveals are not posted accurately, or at all, in order to maintain the current regulations in the manual.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker posts changes in manuals within reasonable amount of time after receipt.
- Worker exercises care in posting changes in correct manual, at correct place in manual.
- Checks master list carefully for omissions from posting completed in last month.

NUMERICAL:

- Review by supervisor reveals no changes posted incorrectly.
- Changes are always posted within X number of days of receipt.

TRAINING CONTENT

FUNCTIONAL:

- How to read, interpret regulatory material, deleting, substituting current issuances for superceded material
- How to read critically

SPECIFIC:

- Location of manuals
- Instructions for posting changes in manuals
- How to order missing, incorrect change inserts
- Knowledge of how manuals are used in office

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	2A	80	5	15	2	2	1	3	C.H. 10

GOAL:

OBJECTIVE:

TASK: Gathers/arranges reports/outside information/files working from a schedule, concerning inmates scheduled to appear before the parole board, arranging each file in a specific order, and arranging the complete files in the order of inmates' appearance before the parole board in order to provide all available information when making documents available for Parole Board deliberations.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Prepares a complete file on each inmate containing all meaningful information available.
- Arranges the files in the order the parole board prefers.
- Works with reasonable speed.

NUMERICAL:
- Fewer than X complaints each time the parole board meets that all information was not available, or that file arrangements were not in order.
- Always has materials ready when the parole board meets.

TRAINING CONTENT

FUNCTIONAL:
- How to research files for specific data
- See G.E.D.
- How to respect confidential material

SPECIFIC:
- Where to find information/reports for parole board use
- List of inmates who are scheduled for parole hearing
- When the parole board is scheduled to meet at the institution
- Filing arrangement preferred by the parole board

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3E	1A	1A	80%	10%	10%	3	3	1	3	C.H. 11

GOAL:

OBJECTIVE:

TASK: Gathers/collects data on area and county employee performance evaluations, entering data on card file, noting/listing employees for whom current evaluations are not available, in order to initiate necessary action by supervisors.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Task is performed with reasonable speed.
- Data collected is accurate and complete.

NUMERICAL:

- Only X number of administrators complain about being requested to send in information already submitted.
- Over X period of time, no more than X overdue are not noted by worker.

TRAINING CONTENT

FUNCTIONAL:

- How to use card file.
- How to perform routine clerical functions.

SPECIFIC:

- Agency requirements for employee performance evaluations.
- Agency S.O.P. for indicating action to be taken by employee supervisors.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	85%	5%	10%	2	2	1	3	C.H. 12

GOAL:

OBJECTIVE:

TASK: Enters new data/maintains resource handbooks (YMCA handbook of clubs and organizations and inter-agency handbook), in order to provide information on available resources.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, pertinent and complete.
- Information is current.

NUMERICAL:

- All (100%) appropriate information is entered.
- Information is entered within X working days of receipt.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to organize information.

SPECIFIC:

- Knowledge of agency guidelines as related to task.
- Knowledge of resource handbooks, what they contain.
- Knowledge of resources.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things
W. F. - LEVEL			W. F. - ORIENTATION		
2	1A	1A	80%	5%	15%

	Reas.	Math.	Lang.	TASK NO.
INSTR.	G. E. D.			C.H. 13
2	2	1	2	

GOAL:

OBJECTIVE:

TASK: Maintains up-to-date map of school districts in the county, showing locations of foster homes, in order to provide assistance in locating foster homes in specific areas.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information used on map is accurate, complete and pertinent.
- Map is kept up-to-date.

NUMERICAL:

- Map shows correct location of at least X out of X foster homes.

TRAINING CONTENT

FUNCTIONAL:

- How to follow instructions.
- How to select pertinent information.
- How to chart information on a map.

SPECIFIC:

- Knowledge of geographical layout/school districts/locations of foster homes in community/county.

Objective | Goal | Organizational Unit

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PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	80	5	15	2	2	1	2	C.I. 9

GOAL:

OBJECTIVE:

TASK: Writes/types/transcribes data/code numbers on the allocation list of all positions in the agency, adding new employees/positions/deleting retirees/vacant positions, listing new allocations from personnel forms, adjusting pay grades as employees advance, in order to provide the correct coding for Data Processing needs.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately inserts the correct code number in the correct location on the list.
- Is thorough/complete in coding all available or known changes.
- Works with reasonable speed.

NUMERICAL:

- In X time, less than X incidents of information rejection by the computer due to incorrect code numbers and positions.
- All changes are coded in X time after receiving notification of the change.

TRAINING CONTENT

FUNCTIONAL:

- How to accurately copy multiple digit numbers
- Knowledge of coding procedures
- Minimal knowledge of ADP procedures/processes
- How to type

SPECIFIC:

- Departmental S.O.P. for changing code numbers (i.e., how, when, and where)
- Allocations list format for the proper listing of all changes
- Some understanding of how this information is to be used by Data Processing

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1A	65	5	30	2	2	1	2	C.I. 10

Organizational Unit | Goal | Objective

GOAL:

OBJECTIVE:

TASK: Locates equipment and furniture, checking the inventory list for the proper location, changing the inventory list as necessary, to reflect equipment and furniture transfers to different areas in the agency/institution, checking the location of all equipment and furniture on the inventory list in order to verify the inventory.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Completely/thoroughly checks the inventory.
- Works with reasonable speed.

NUMERICAL:
- All equipment and furniture is accounted for at the completion of the inventory.
- Upon a spot check after an inventory, less than X% of the equipment and furniture is not in the location as listed on the inventory sheet.
- Completes the inventory in X days.

TRAINING CONTENT

FUNCTIONAL:
- How to read/interpret a list of data with a number of variables
- See G.E.D.

SPECIFIC:
- How to locate furniture, etc., when it is not found in the location listed on the inventory list (i.e., the most logical place to search)
- The specific method of identifying the equipment and furniture in the institution
- S.O.P. for institutional inventory (i.e., when priority of procedures, etc.)

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	1A	65	20	15	2	2	1	2	C.J. 1

Organizational Unit | Goal | Objective

GOAL:

OBJECTIVE:

TASK: Notifies staff members of due dates of actions or reports, referring to current tickler file, as due dates approach according to office procedure in order to ensure that the workers are cognizant of the due date of actions/reports.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- When notified by staff or by central office, enters in file all report dates, future actions required of staff members.
- Current actions are rotated to the front of the file, notices of actions, reports are placed on the desks of appropriate persons.

NUMERICAL:

- Review by supervisor shows fewer than X number of recurring reports required of staff members are not included in tickler file.
- Over X time fewer than X workers are not notified of approaching due dates.

TRAINING CONTENT

FUNCTIONAL:

- How to organize a rotating file of recurring actions/reports.
- How to tactfully remind staff of pending actions.

SPECIFIC:

- Rotating file used by office.
- What areas of responsibility to include in file.
- How staff members wish to be reminded, how long in advance.
- What to do if staff member is absent, position vacant, or on vacation.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	70	25	5	4	4	1	4	C.J. 2

GOAL:

OBJECTIVE:

TASK: Examines/evaluates problems for which people wish to schedule an appointment with the Commissioner, using own knowledge, agency S. O. P. and commnication direction in relation to urgency/nature of problem and other agencies of the Department equipped to handle problems, in order to determine which problems need the personal attention of the Commissioner and/or which could be referred to other staff.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Conclusion is consistent with data.
- Decision is made in a reasonable amount of time.
- Referral reflects good judgement.
- Worker is courteous to those requesting an appointment.

NUMERICAL:

- Over a specific period of time, fewer than X complaints are received from referred staff member that referral did not reflect good judgment.
- Over a specific period of time, fewer than X complaninte are received from clients concerning attitude/manner of worker.
- Over a specified period of time, fewer than X complaints are received from Commissioner concerning referrals.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate a porblem in order to determine proper referral.
- How to determine urgency of problem.

SPECIFIC:

- Knowledge of which problems should be handled by the Commissioner.
- Knowledge of what agencies are equipped to handle specific problems.
- Knowledge of referral procedures.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	75	20	5	4	4	1	4	C.J. 3

GOAL:

OBJECTIVE:

TASK: Verbally makes/writes commitment for Commissioner to attend appointments/conferences/meetings, using discretion as to which the Commissioner would be interested in/which would be of concern/ importance for the Department, or as directed by the Commissioner, in order to maintain appointment schedule for the Commissioner.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCPIPTIVE:

- Commitments reflect good judgement.
- Commitment made/refused in a reasonable amount of time.
- Worker is courteous in making/rejecting commitments.

NUMERICAL:

- All comitments are made which are directed by Commissioner.
- Commissioner approves of choice of commitments X% of the time.
- Over a specific period of time, fewer than X complaints are received from those requesting commitment concerning manner of worker.

TRAINING CONTENT

FUNCTIONAL:

- How to discuss/ask questions/make decisions regarding importance of coming events.
- How to write appropriate/courteous business letter.
- How to handle telephone inquiries in courteous, firm manner.

SPECIFIC:

- Knowledge of which meetings, etc. would be of interest/importance to the Commissioner/ Department.
- Knowledge of agency S.O.P., commitment procedures.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	50	45	5	4	4	1	4	C.J. 4

GOAL:

OBJECTIVE:

TASK: Assigns tasks/gives direction to (clerical) staff in Commissioner's Office, explaining methods of completing task and performance requirements, based upon prior assessment of operational flow, work load, and workers' capability, in order to insure that staff/time/facilities are used effectively/efficiently.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Directions and explanations are clear, concise.
- Time/staff/facilities are used in a most effective/efficient manner.
- Tasks assigned are within the range of workers' capability.
- Pleasant manner toward clerical staff.

NUMERICAL:

- Over a specific period of time, fewer than X complaints are received from staff, concerning manner of worker, or that tasks assigned were not reasonable or realistic, or that unclear instructions were given.
- Fewer than X complaints from Commissioner over X period of time concerning inefficient/ineffective use of time/staff/facilities.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate work volume/flow; make assignments to subordinates, establish and track performance standards
- How to assess workers' capabilities
- Knowledge of office procedures

SPECIFIC:

- Knowledge of specific office procedures
- Knowledge of standards of office
- Knowledge of capabilities of subordinates
- Knowledge of work flow/work load

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60	25	15	4	4	1	4	C.J. 5

GOAL:

OBJECTIVE:

TASK: Gathers/collects/classifies/excerpts information needed by the Commissioner for use at meetings/for public speaking/for projects using the resources of all the agencies of the Department (staff/manuals/reports/etc.) in order to obtain all the available information needed by the Commissioner on a subject.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- All relevant information is obtained in a reasonable amount of time.
- Information is accurate/clear/concise/complete.

NUMERICAL:

- Over a specific period of time, fewer than X complaints are received from commissioner concerning inaccurate/unclear/incomplete information.
- Information is obtained in X amount of time.
- Over a specific period of time, fewer than X complaints are received from staff of the Department concerning manner of worker obtaining needed information.

TRAINING CONTENT

FUNCTIONAL:

- How to gather infromation.
- How to classify information.
- How to use reference sources.
- How to ask questions to obtain information.

SPECIFIC:

- Knowledge of where to obtain specific information within the Department.
- Knowledge of information needed by commissioner.
- Knowledge of how to classify information specifically for the Commissioner.
- Knowledge of how to use manuals/reports/files of the Department.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Organizational Unit | Coal | Objective

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	1A	40%	55%	5%	2	2	1	2	C.J. 6

GOAL:

OBJECTIVE:

TASK:

Contacts/talks with individuals who have inquired about foster care program, in order to arrange an appointment at the agency for group or individual intake.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is considerate, courteous in making arrangements.
- Arrangements are mutually convenient.

NUMERICAL:

- Appointments are made with at least X out of X individuals expressing interest in foster home program.
- No more than X valid complaints received during X period of time about worker's manner.
- Appointments are made in X time after the initial inquiry.

TRAINING CONTENT

FUNCTIONAL:

- How to use telephone.
- How to arrange appointments.
- How to conduct simple business conversations.

SPECIFIC:

- Knowledge of agency guidelines regarding appointments.
- Local office procedure for making appointments.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1A	80%	5%	15%	2	3	1	3	C.J. 7

GOAL:

OBJECTIVE:

TASK: Proofreads/checks typing of other office secretaries and/or on spot check basis, looking for typing errors, misspelled words, and format mistakes, referring as necessary to dictionary and agency manuals, in order to increase the quality of typing done by office secretaries.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker accurately scans typing for errors, misspelling, lack of neatness which do not meet agency standards.
- Consults dictionary, agency manual when uncertain of spelling, format.

NUMERICAL:

- In X time, fewer than X number of errors found in material proofread by worker.
- In X time, fewer than X number of complaints from office supervisor about format errors.

TRAINING CONTENT

FUNCTIONAL:

- How to use dictionary, reference books.
- How to scan material rapidly and accurately.
- How business correspondence should look, format, typing, erasures, etc.

SPECIFIC:

- Agency standards for format, spelling, erasures, typing.
- Agency manuals for format, style.
- When to make spot checks.

PERFORMANCE STANDARDS TRAINING CONTENT

Objective | Goal | Organizational Unit

MANPOWER ADMINISTRATION

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	2	1A	65%	30%	5%	2	2	1	2	C.J. 8

GOAL:

OBJECTIVE:

TASK: Obtains signatures on forms/documents, as requested, explaining need/answering any questions, in order to facilitate completion of forms/documents.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanation is clear, concise.
- Information is accurate, pertinent and complete.
- Signatures obtained within reasonable length of time.

NUMERICAL:

- Signature is obtained in all (100%) requests.
- Signature is obtained within X working days of request.

TRAINING CONTENT

FUNCTIONAL:

- How to convey information clearly, and concisely.
- How to select pertinent information.

SPECIFIC:

- Knowledge of agency guidelines as related to task.
- Knowledge content and use of form.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS TRAINING CONTENT

ASSESSMENT TOOL

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	85%	5%	10%	2	2	1	2	C.J. 9

GOAL:

OBJECTIVE:

TASK: Maintains appointment book/tickler file, as needed/appropriate, following agency S.O.P., in order to maintain a record of appointments/case review dates/narrative dictation due dates.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Entries are accurate and complete.
- Entries are made within reasonable length of time.

NUMERICAL:

- Records are kept in all (100%) of situations as required by supervisor or local office policy.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information from a mass of data.
- How to record information.

SPECIFIC:

- Knowledge of agency and local office guidelines as related to task.

PERFORMANCE STANDARDS | TRAINING CONTENT

Objective | Goal | Organizational Unit

ADMINISTRATIVE

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	85%	5%	10%	3	3	1	3	C.J. 10

GOAL:

OBJECTIVE:

TASK: Schedules usage/repair of state vehicles, assuring that cars are serviced/repaired, as necessary, and are available when needed, following agency and local office S.O.P., in order to maintain vehicles for use of staff members.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Vehicles are maintained properly.
- Schedule is convenient for persons involved.
- Service/repairs obtained within reasonable length of time.

NUMERICAL:

- Coordination of usage/repair is completed in all (100%) situations as assigned.
- Cars are serviced/repaired in X period of time.
- Vehicles are available when needed X% of the time.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- How to arrange schedules.
- Supervisory skills.
- Knowledge of automotive mechanics/service procedures.

SPECIFIC:

- Knowledge of agency and local office policy as related to the task.
- Knowledge of specific vehicles owned by the agency.

PERFORMANCE STANDARDS | TRAINING CONTENT

INCOME MAINTENANCE/ASSISTANCE PAYMENTS (APA)

(I) 150

A. Reception/Intake
B. Data Control
C. Obtaining Information/Collateral
D. Explaining Need for/Scheduling Special Appointments
E. Determine Eligibility/Status of Case/Amount/Grant
F. Inform Client of Eligibility/Status/Grant
G. Reporting/Completing Forms
H. Fair Hearings
I. Community/Outreach
J. Food Stamps
K. Quality Control

4	1A	1A	90%	5%	5%	3	3	3	3	1.C.12

OBJECTIVE:

Analyzes/evaluates applicant/client's application form(s)/responses for inconsistencies, conflicting information, lack of clarity and intentional omissions in order to identify specific items which need verification/clarification.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker accurately identifies items which need verification/clarification.

NUMERICAL:

- X% of verifications of information confirm that worker correctly identified conflicting information/inconsistencies.
- In X% of cases, worker is able to differentiate between poor communication skills and intentional omission of information.

TRAINING CONTENT

FUNCTIONAL:

- How to read
- How to evaluate information.

SPECIFIC:

- Knowledge of agency guidelines of eligibility for financial assistance/medical assistance/ Food Stamp Program.
- Knowledge of content and purpose of application form.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
S. P. - LEVEL			M. F. - ORIENTATION			TEMPER.	G. E. D.			
3B	2	1A	55%	40%	5%	3	4	1	4	1.C.15

GOAL:

OBJECTIVE:

TASK: Telephones/visits District Attorney or delegated representative, asks questions/presents information, in order to obtain a legal opinion on a specific case problem or development regarding collection of monies due agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate.
- Worker's statements are clear and concise.

NUMERICAL:

- Less than X% of contacts with District Attorney's office are considered superfluous.
- Provides District Attorney's office with all necessary information during one contact X% of time.

TRAINING CONTENT

FUNCTIONAL:

- Ability to ask specific questions.
- Ability to present specific information and make appropriate responses.

SPECIFIC:

- Knowledge of specific case problem or development.
- Knowledge of supporting documents required/ S.O.P. for requesting a legal opinion.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Reas.	Math.	Lang.
S. F. - Level		J. F. - ORIENTATION	INSTR.		G. E. D.
3B	3B	1A	55%	40%	5%	3	3	1	3	1.C.16

GOAL:

OBJECTIVE:

TASK: Talks with/asks questions/records responses of applicant for financial assistance, encourages applicant to identify absent parent(s) and address, if known, in order to obtain information/ complete form, "Notice to Law Enforcement Officials Concerning ADC Furnished Abandoned Children", for forwarding to the District Attorney's Office for action in pursuing support payments.

Objective | Coal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker records information accurately/legibly.
- Worker is articulate/persuasive.
- Statements are clear and concise.
- Works with reasonable speed.
- Worker is understanding/sensitive to the feelings of the applicant.

NUMERICAL:

- Worker completes NOLEO forms on all applicable financial assistance applicants.
- Less than X% of applicants complain about worker's attitude/manner.
- Less than X% of NOLEO forms are found to be inadequate/incomplete/illegible.

TRAINING CONTENT

FUNCTIONAL:

- Ability to elicit information from potentially hostile persons.
- Skill in interpersonal relationships.
- Interviewing skills.

SPECIFIC:

- Knowledge of NOLEO procedures, forms, etc.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things							
W. I. - LEVEL			J. F. - ORIENTATION			INSTR.	G. E. D.				
3B	3A	1A	50%	45%	5%	3	3	3	3	1.C.17	

GOAL:

OBJECTIVE:

TASK: Talks with/listens to/explains computations/asks and answers questions of person designated as Protective Payee for client in order to reach agreement on plan objectives, specific responsibilities and reporting procedures required by agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Promptly informs Protective Payee of specific responsibilities/objectives of plan and reporting procedures.
- Worker is courteous/understanding/tactful.
- Worker's statements are accurate/clear/concise.

NUMERICAL:

- Less than X% of Protective Payees complain they do not understand objectives of plan/specific responsibilities/reporting procedures.
- Worker orients Protective Payee to designated role prior to receipt of first Protective Payment in all cases.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- Skill in interpersonal relationships.
- Arithmetic skills.

SPECIFIC:

- Knowledge of client's specific need.
- Knowledge of specific objectives for client.
- Knowledge of agency expectations for Protective Payee.
- Knowledge of reporting procedures required by the agency.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

U. F. - LEVEL			U. F. - ORIENTATION			INSTR.	C. L. D.			
4	1A	1A	85%	5%	10%	4	4	1	4	1.C.18

GOAL:

OBJECTIVE:

TASK: Reviews/evaluates information gathered on protective payment/vendor payment arrangement in relation to agency guidelines and decides whether arrangement is appropriate for client in order to issue authorization for protective payment/vendor payment arrangement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Works with reasonable speed.
- Evauluations/decisions reflect understanding/ sensitivity.
- Decisions are consistent with agency guidelines.

NUMERICAL:

- Less than X% of decisions on protective/vendor payments later prove to be erroneous.
- Less than X% of decisions are not made within agency time limits.
- Authorization for protective/vendor payments are issued within X number of days after reaching decision on protective/vendor payments.

TRAINING CONTENT

FUNCTIONAL:

- Ability to make objective decisions regarding data with several variables.

SPECIFIC:

- Knowledge of agency policy regarding protective/ vendor payments.
- Knowledge of case history of specific client/ vendor payment arrangements made.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			S.V.P.
3B	3A	1A	50%	45%	5%	4	4	1	3	1.C.19

GOAL:

OBJECTIVE:

TASK: Talks with/listens to/asks and answers questions of client, makes suggestions concerning Protective Payment/Vendor Payment arrangement, in order to reach agreement with client about the person to be designated as Protective Payee for client/necessary arrangements regarding monthly grant on Vendor Payments.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's statements are accurate/clear/concise.
- Worker is articulate.
- Suggestions are logical/meet agency requirements.

NUMERICAL:

- In less than X% of cases, worker and client fail to reach agreement on person to be designated as Protective Payee/necessary arrangements regarding monthly grant on Vendor Payments.
- Less than X% of clients complain about worker's attitude/manner.

TRAINING CONTENT

FUNCTIONAL:

- Ability to explain specific information.
- Ability to help client to examine alternative choices.
- Skill in interpersonal relationships.
- Verbal communication skills.

SPECIFIC:

- Knowledge of specifics of case situation.
- Knowledge of agency guidelines for Vendor Payments.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.				
3B	3B	1A	40%	55%	5%	2	2	3	3	1.C.20	

GOAL:

OBJECTIVE:

TASK: Contacts/notifies client of overpayment of monthly grant, answers questions concerning amount/reason for overpayment and explains the consequences of failure to refund the money, in order to encourage the client to voluntarily refund the amount of the overpayment to the agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate/persuasive.
- Worker promptly notifies client.
- Worker demonstrates sensitivity/awareness/understanding.

NUMERICAL:

- Client is contacted within X number of days after discovery of overpayment.
- Less than X% of clients complain that worker threatened, coerced, or intimidated them into returning overpayment.
- In sample of cases contacted, all clients stated worker discussed reason for overpayment and encouraged client to voluntarily refund overpayment.

TRAINING CONTENT

FUNCTIONAL:

- Ability to be straightforward with clients.

SPECIFIC:

- Knowledge of consequences to client of failure to refund monies.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			
4	1A	1A	85%	5%	10%	4	5	1	4	1.C.21

GOAL:

OBJECTIVE:

TASK: Examines/evaluates information obtained during home visit concerning the situation in the home, checking for indications of child abuse/neglect, using own knowledge of agency guidelines, in order to determine whether or not a mandatory referral to Protective Services is warranted.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Evaluation is thorough/complete.
- Evaluation is consistent with agency guidelines.

NUMERICAL:

- X% of referrals to Protective Services are found to be justified.
- No children die/are hospitalized because worker failed to observe/report child abuse/neglect.

TRAINING CONTENT

FUNCTIONAL:

- Ability to make accurate observations.
- Ability to evaluate information against agency guidelines.
- Knowledge of behavioral science.

SPECIFIC:

- Knowledge of guidelines that identify child neglect/abuse.
- Knowledge of case history/background of specific client.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.			
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			
1	2	1A	40%	55%	5%	2	2	1	3	1.C.22

GOAL:

OBJECTIVE:

TASK: Advises/informs client of availability of legal services for representation in court of law in order to help client prepare for/participate in fraud action hearing.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Statements are accurate/clear/concise.
- Worker is courteous/understanding/patient.

NUMERICAL:

- Less than X% of clients complain they were not informed of availability of legal services.
- Less than X% of clients complain worker was not helpful.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of client's rights.
- Ability to communicate simple concepts.

SPECIFIC:

- Knowledge of availability of legal services.
- Knowledge of standard operating procedure for referral to legal services.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things					
S. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TAS. SO.
3B	1A	1A	90%	5%	5%	3	3	1	4	1.C.23

GOAL:	OBJECTIVE:

TASK: Worker composes/writes letter to collateral sources requesting information concerning suspected fraud, in order to obtain information necessary for determining what action should be taken in instances of suspected fraud.

PERFORMANCE STANDARDS	TRAINING CONTENT
DESCRIPTIVE: . Works with reasonable speed. . Information gathered is accurate/complete/ relevant. . Letter is written in clear/concise/easily understood style. **NUMERICAL:** . Less than X% of clients complain about worker's attitude/manner, as reflected in the correspondence. . Worker gathers information from all appropriate collateral sources. . Less than X% of information gathered is incomplete/inaccurate/invalid. . In all cases, agency guidelines on confidentiality are followed.	**FUNCTIONAL:** . Letter writing and composition ability. . Knowledge of grammar/punctuation. **SPECIFIC:** . Knowledge of standard operating procedure for contacting collateral sources. . Knowledge of agency guidelines on confidentiality. . Knowledge of identity/location of collateral sources.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			SVP
4	1A	1A	90%	5%	5%	4	4	1	4	1.0.24

GOAL:

OBJECTIVE:

TASK: Inspects, signs/approves all Change of Status requests, Family Unit reports, Record for Determining Assistance reports, Notice of Decision, and Referral and Request for Clearance reports, checking for accuracy and consistency in order to authorize action as specified in these reports.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Review of completed forms is thorough, but completed with reasonable speed.
- Thoroughness of inspection based upon good judgement in evaluating worker capabilities and experience.

NUMERICAL:

- In X time, fewer than X% of the reports signed are discovered to contain errors.
- In X time, fewer than X number of reports are authorized in conflict with agency policy.

TRAINING CONTENT

FUNCTIONAL:

- How to scan reports for significant data.
- How to evaluate reports for internal consistency.
- How to apply regulations, policy to specific situation.

SPECIFIC:

- Applicable agency policy.
- Use of each of the forms.
- Background, experience of workers submitting reports.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			INST. No.
2	2	1A	75%	20%	5%	2	2	1	2	1.C.25

GOAL:

OBJECTIVE:

TASK: Writes/enters client's name, address, date of contact, etc., on standard Application Notice form immediately upon contact with applicant, forwarding one copy of notice to State Office in order to make a written record of the application.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Form is accurately completed.
- Worker works with reasonable speed.

NUMERICAL:

- In X time, fewer than X number of instances where copy of Application Notice is not sent to State Office within X days.
- In X time, fewer than X names, addresses are found to be incorrect

TRAINING CONTENT

FUNCTIONAL:

- How to record names/addresses.
- How to prepare multiple copies.

SPECIFIC:

- Forms used by agency/where they are located.
- Where to send copies.
- What information is required.
- Use of Application Notice.

Objective | Organizational Unit

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	C. E. D.			[illegible] NO.
3B	2	1A	35%	60%	5%	3	3	1	3	1.C.26

GOAL:

OBJECTIVE:

TASK: Talks with/contacts a service worker, explaining specific public assistance client's situation, in order to notify the service worker of the client's need/desire for service.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's discussion is clear and concise.
- Need/desire is related with reasonable speed.

NUMERICAL:

- No more than X complaints from service workers over X period of time, that a client was referred to them who had no need/desire for service.
- A service worker is notified of this need within X period of time, after it is discerned.

TRAINING CONTENT

FUNCTIONAL:

- How to relate to fellow workers.
- How to discern a need for service.

SPECIFIC:

- Service worker to notify when a need is discerned.
- Client's situation and why he needs/desires service.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE INFO.

Objective | Goal | Organizational Unit

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	50%	45%	5%	2	2	3	3	I.C. 27

GOAL:

OBJECTIVE:

TASK: Explains to applicant/client possible benefits from, and entitlement to, given resources noted on IM application form(s), (i.e., Social Security, railroad retirement, veterans' benefits, maritime and union, etc.), and requests/elicits applicant/client's signature on consent form, in order to secure written consent to verify availability of benefits for applicant/client.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Statements are clear, concise and accurate.
- Works with reasonable speed.
- Completely/thoroughly explains entitlement/ benefits from various sources noted on application.
- Worker is patient, tactful.

NUMERICAL:

- In X% of cases, worker is able to secure signed consent form from applicants/clients.
- Less than X% of applicants/clients complain about worker's attitude/manner.
- In all applicable cases, worker identifies/ reviews with applicant/client possible benefits and entitlements.

TRAINING CONTENT

FUNCTIONAL:

- Verbal communication skills.
- Skill in interpersonal relationships.
- Ability to interpret simple data on a form.
- Knowledge of range of possible benefits available from Social Security, railroad retirement, veterans benefits, maritime and union, etc. and eligibility requirements.

SPECIFIC:

- Knowledge of use of agency consent form.
- Knowledge of agency IM application form.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			
3B	1A	1A	90%	5%	5%	3	3	1	4	I.E.2

GOAL:

OBJECTIVE:

TASK: Writes/dictates summary of suspected fraud findings in letter to District Attorney or his delegated representative, following agency S.O.P., in order to request his evaluation of the findings and suggestions for further action.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Summary is accurate/complete.
- Works with reasonable speed.
- Summary is clear/concise.

NUMERICAL:

- Worker completes summary within X number of days after completing investigation.
- Less than X% of summaries are found to contain information which is inadequate/incomplete/inaccurate.
- Based on initial summary, District Attorney's office is able to evaluate/give suggestions for further action in X% of cases.

TRAINING CONTENT

FUNCTIONAL:

- Ability to summarize.
- Ability to write/compose letters.

SPECIFIC:

- Knowledge of standard operating procedure for requesting Court evaluation.
- Knowledge of the findings in the specific case.

Objective | Goal | Organizational Unit

ADMINISTRATIVE DEPT.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60%	35%	5%	3	2	1	3	I.E.9

COAL:

OBJECTIVE:

TASK: Appears/gives testimony at judicial hearing, making sure all facts are accurately reported, in order to provide the judge with information upon which to base a decision on fraud action.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate.
- Statements are accurate/clear/concise.

NUMERICAL:

- Less than X% complain that worker's testimony was inaccurate/incomplete.
- Less than X% complaint about worker's attitude/manner as inappropriate at judicial hearing.
- Worker is always on time for judicial hearing.

TRAINING CONTENT

FUNCTIONAL:

- Ability to be objective.
- Ability to summarize information and present information in a clear, verbal manner.
- Verbal communication skills,

SPECIFIC:

- Knowledge of standard operating procedure for judicial hearing.
- Knowledge of facts in the specific case.
- Knowledge of agency guidelines on confidentiality.

Organizational Unit | Coal | Objective

PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	3	3	I.E.20

GOAL:

OBJECTIVE:

TASK: Checks records in Assessor's office, if client owns property, for legal description and year purchased, locates Deed (or Lands) Book for that year and copies wording of Deed in contract for later typing on standard form; checking status of taxes, mortgages, etc., following S.O.P., in order to validate the legal status and value of the property.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's check of the Assessor's office is thorough and accurate.
- Accurately copies wording of Deed.
- Legal status, taxes, value are accurately recorded.

NUMERICAL:

- In X time, fewer than X number of transcription errors.
- In X time, fewer than X number of errors in establishing tax or legal status, property value.

TRAINING CONTENT

FUNCTIONAL:

- How to search files for information.
- How to transcribe information for later use.
- How to establish tax and legal status of property, value.

SPECIFIC:

- Purpose of search of Assessor's files.
- Need for accurate copy of wording of Deed.
- Location of Assessor's records.
- Organization, cross-indexing of Land's Book.
- Specific instruction for determining property value, status, taxes.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	2	2	1	2	I.E.21

GOAL:

OBJECTIVE:

TASK: Checks/reviews court probate files, noting whether an estate has been opened, in order to determine if steps must be taken to open an estate for the state to collect the amount of the lien against a deceased client's estate.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully checks the probate files for evidence that a deceased client's estate has been opened.
- Initiates appropriate steps to open an estate when necessary.

NUMERICAL:

- In X time, fewer than X cases where the state has failed to check if an estate had been opened.

TRAINING CONTENT

FUNCTIONAL:

- Familiarity with estate opening.
- Legal implications and requirements of estate opening.

SPECIFIC:

- When and where to check probate files.
- How to initiate steps for opening an estate.
- How the task contributes to the subsystem purpose.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	2	2	1	3	I.E.22

GOAL:

OBJECTIVE:

TASK: Reviews/searches records of county clerk's office of deaths occuring during past month, noting names, dates of birth and death, in order to gather information for completing Probate Estate report.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate, pertinent and complete.
- Completed within reasonable length of time.

NUMERICAL:

- Information is obtained monthly.
- All (100%) needed information is obtained.

TRAINING CONTENT

FUNCTIONAL:

- How to select pertinent information.
- How to record information.
- How to use a filing system.

SPECIFIC:

- Knowledge of agency guidelines as they relate to the task.
- Knowledge of what information is needed.
- Knowledge of where to obtain information.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things								
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			
4	1A	1A	90%	5%	5%	4	4	3	4	I.E.23

GOAL:

OBJECTIVE:

TASK: Examines/evaluates/reviews the final report of an estate, checking for unauthorized payments and/or overpayments, notifying the estate attorney when unauthorized claims/overpayments have been made, retrieving as much owed to the State as possible, in order to release the lien.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Carefully and thoroughly checks the final reports.
- Notifies the estate attorney of inconsistencies within a reasonable amount of time.
- Consistently catches unauthorized payments.

NUMERICAL:

- Examines the final report and notifies the estate attorney within X time after receipt of the report.
- Upon routine review, X% of unauthorized payments are discovered.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate a report.
- Knowledge of estate/lien/mortgage law.

SPECIFIC:

- Knowledge of payments and amounts that can be paid before the State claim can be paid.
- Protocol for notifying estate attorneys for overpayment of fees and unauthorized payments.
- Knowledge of reasonable attorney fees.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

TRAINING CONTENT

ADMINISTRATIVE TRIBUNAL

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	2	2	1	2	I.E.24

GOAL:

OBJECTIVE:

TASK: Receives/reviews response from State Location Service, and writes/composes letter to District Attorney or delegated representative, in order to provide him with information for further processing.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is accurate/complete.
- Works with reasonable speed.
- Reports are clear/concise/easily understood.

NUMERICAL:

- Responses referred to District Attorney's office within X number of days upon receipt of information.
- Less than X% of information presented is unclear/incomplete/inaccurate.

TRAINING CONTENT

FUNCTIONAL:

- Ability to summarize information.
- Ability to write letters.
- Knowledge of language usage/grammar.

SPECIFIC:

- Knowledge of standard operating procedures regarding court evaluations.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INC.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	C. E. D.			TASK #
3B	1A	1A	85%	5%	10%	2	2	1	2	I.E.25

GOAL:

OBJECTIVE:

TASK: Initiates/prepares Order to Show Cause for specific action, (i.e., person not paying Court-ordered support), and forwards to Court in order that Court may review and issue Order.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report is accurate/complete.
- Works with reasonable speed.

NUMERICAL:

- Less than X% of forms are returned because they are inaccurate/incomplete.
- Initiates Order according to agency standard operating procedure in X% of cases where individual is not making Court-ordered support payments.

TRAINING CONTENT

FUNCTIONAL:

- Ability to work with Court.
- Knowledge of legal procedure.
- Knowledge of AFDC requirements.

SPECIFIC:

- Knowledge of how to prepare Order to Show Cause for specific action.
- Knowledge of how to route materials to Court.
- Agency S.O.P. as it relates to the task.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			
3A	1A	2B	75%	5%	20%	2	2	3	3	I.E.26

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

GOAL:

OBJECTIVE:

TASK: Determines/writes shelter allowance for home-ownership cases, computes percentages, (manually or by machine), using client's tax receipts, mortgage and property insurance receipts, minor upkeep and repairs receipts and agency guidelines, establishing whether or not an amount exceeds the maximum home-ownership allowance, in order to arrive at a home-ownership allowance entry on the budget worksheet/action sheet.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Computations are accurate.
- Works with reasonable speed.
- Writing is legible.

NUMERICAL:

- Makes less than X% error in transferring amount to budget worksheet/action sheet.
- Makes less than X% error in mathematical computations.
- Completes task within X time.
- Less than X% of forms are illegible/incomplete.

TRAINING CONTENT

FUNCTIONAL:

- Ability to coordinate data from several sources.
- Ability to compute percentages.
- Ability to use calculator.
- Ability to evaluate information, (i.e., tax receipts, etc.).

SPECIFIC:

- Knowledge of agency guidelines limiting home-ownership allowance.
- Knowledge of use of budget worksheet/action sheet.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			T.S.D.
3B	1A	1A	75%	5%	20%	2	3	3	3	I.E.27

GOAL:

OBJECTIVE:

TASK: Receives inquiry from Quality Control concerning action taken on cases, scans case files for requested information and reviews financial dictation in order to gather requested information on reviewed cases.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information gathered is accurate/complete/thorough.
- Answers all inquiries promptly.

NUMERICAL:

- In less than X% of cases, information gathered is inadequate/unclear/erroneous.
- All information is gathered within agency time limits.

TRAINING CONTENT

FUNCTIONAL:

- How to use case files.
- How to select pertinent information from a mass of data.

SPECIFIC:

- Knowledge of agency S.O.P. as it relates to the task.

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE TASK

Data	People	Things	Data	People	Things		Read.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			
3B	2	1A	50%	45%	5%	3	3	1	3	I.E.28

GOAL:

OBJECTIVE:

TASK: Consults with supervisor, discussing data collected from case records and facts gathered from collateral sources, concerning suspected fraud, sharing pertinent information and exchanging views, in order to establish an agency plan of action.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information presented is accurate/complete.
- Worker is articulate, statements are clear/ concise.
- Completes task in reasonable amount of time.

NUMERICAL:

- X% of suspected fraud findings are discussed with supervisor within X number of days, unless time extended by unusual circumstances.
- Less than X% of data/facts/materials presented by worker are later found to be erroneous.
- Data/facts/materials presented by worker are sufficient to arrive at a plan of action in X% of consultations.

TRAINING CONTENT

FUNCTIONAL:

- Ability to summarize data.
- Ability to present pertinent information.

SPECIFIC:

- Knowledge of case records.
- Knowledge of agency S.O.P. for supervisory conferences.

Objective | Goal | Organizational Unit

ABILITY/APTITUDE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

5.10

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80%	10%	10%	4	4	3	4	I.E. 29

GOAL:

OBJECTIVE:

TASK: Examines and evaluates resident's file periodically, ascertaining whether or not requirements have been met to enable resident to request Federal funds/benefits (Social Security, Medicare, etc.), referring to Federal rules and regulations in these programs, in order to determine whether residents should apply for Federal funds/benefits.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker examines file thoroughly and with care.
- Worker uses good judgment in his determination.
- Worker recommends application for all programs for which resident is eligible.

NUMERICAL:

- Supervisor discovers no more than X instances over X time, where resident should have applied for benefits but did not.
- No more than X complaints from residents, that they are not receiving all the benefits they should be receiving.
- Decisions reflect a through knowledge of Federal rules and regulations in all (100%) cases.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of Federal programs/benefits available for residents.
- How to evaluate data in order to draw conclusions.

SPECIFIC:

- How to file for benefits -- forms to use, etc.
- How to locate resident's file.
- How to locate required information in resident's file.
- Knowledge of eligibility requirements of the various programs (Social Security, Medicare, etc.).
- Knowledge of Federal rules and requirements for the various programs.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	3	4	I.G. 8

GOAL:

OBJECTIVE:

TASK: Prepares/writes up the state's claim against an estate, listing allowable claims and using the proper format, in order to file the claim with the Clerk of Court.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Files claim in the proper county.
- The claim is complete and comprehensive.
- Files the claim within a reasonable amount of time.

NUMERICAL:

- Files the claim within X time after the estate is opened.
- Upon review, fewer than X claims are inaccurate.

TRAINING CONTENT

FUNCTIONAL:

- How to review file data for specific information.
- How to organize/collate data.
- How to perform routine accounting techniques.

SPECIFIC:

- Where to file the claim.
- Where to gather information to prepare the total amount of the claim.
- The proper format of a claim.
- How to file a claim with the Clerk of Court.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	3	4	I.G. 12

GOAL:

OBJECTIVE:

TASK: Composes/writes up correspondence concerning the review and sale of property, preparing press releases, arranging for the auction date and terms/options, in order to arrange for the sale of state owned property.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Correspondence is clear, comprehensive.
- Arrangements and publicity are completed well ahead of time.
- The public is sufficiently notified.

NUMERICAL:

- In X time, fewer than X complaints from the public about lack of notification, of an impending sale.
- Arrangements and publicity for a sale are completed by X time before the sale.

TRAINING CONTENT

FUNCTIONAL:

- How to arrange publicity.
- How to organize a public event with many variables/intangibles.

SPECIFIC:

- Requirements for the sale of state property.
- When the property must be sold.
- Who to contact in various areas to publicize the sale.

PERFORMANCE STANDARDS | TRAINING CONTENT

ADMINISTRATIVE INFO.

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	2	2	1	2	I.G.14

GOAL:

OBJECTIVE:

TASK: Files completed Assignment of Support form with the Clerk of Courts in order that client's support payment may be credited to the agency's account and AFDC recipient.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Form is completed accurately.
- Form is legible.

NUMERICAL:

- Assignment of Support forms filed with Clerk of Courts within X number of days of completion.
- Less than X% of forms are filed with incorrect/illegible/incomplete information.

TRAINING CONTENT

FUNCTIONAL:

- Understanding of legal procedure surrounding support payments.

SPECIFIC:

- Knowledge of location of Clerk of Court's office.
- Knowledge of how to file legal papers.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	2	2	3	3	I.G.15

GOAL:

OBJECTIVE:

TASK: Initiates "Incapacitation Report" on receipt of assistance application and approves assistance payment on basis of available medical information about AFDC incapacitated parent, and agency S.O.P., in order to enable the applicant/client to receive immediate assistance payments.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Form is completed accurately.

NUMERICAL:

- In less than X% of cases, worker makes inappropriate decision on basis of available medical information.
- "Incapacitation Report" is completed for all applicable AFDC applicant/clients.
- "Incapacitation Report" is completed within agency time limits.

TRAINING CONTENT

FUNCTIONAL:

- Ability to read.
- Ability to fill out report forms.
- How to evaluate information in relation to specified criteria.

SPECIFIC:

- Knowledge of how to complete "Incapacitation Report."
- Knowledge of content of "Incapacitation Report."
- Knowledge of agency S.O.P. as it relates to the task.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	80%	5%	15%	2	2	1	3	I.G.16

GOAL:

OBJECTIVE:

TASK: Upon receipt of report of incapacitation which excludes a person from mandatory WIN referral, worker fills out referral form to Division of Vocational Rehabilitation, according to agency S.O.P., in order to refer incapacitated applicant/client/family member for rehabilitation.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Referral form is accurate/complete.

NUMERICAL:

- Less than X% of referral forms contain information that is incomplete/unclear/erroneous.
- All referrals are completed within agency time limits.

TRAINING CONTENT

FUNCTIONAL:

- Ability to record information accurately.

SPECIFIC:

- Knowledge of location/use of specific form.
- Knowledge of agency standard operating procedure for referral to DVR.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	85%	5%	10%	2	2	3	3	I.G.17

GOAL:

OBJECTIVE:

TASK: Records/enters figures on standard change forms, reflecting the amounts of grants certified for clients, based on provisions for special needs, including client's name and identifying information, in order to prepare a form notifying State Office of a temporary change in the amount of client's grant.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Entries are accurate.
- Form is complete, includes only certified entries.
- Works with reasonable speed.

NUMERICAL:

- In X time, fewer than X number of errors in forms sent to State Office.
- In X time, fewer than X number of forms omit essential information.

TRAINING CONTENT

FUNCTIONAL:

- How to fill out a form.
- How to work with numbers.

SPECIFIC:

- Standard form for special case actions.
- Where to obtain any needed identifying information.
- How the form is used/where supply is located.
- How to correct errors on form.
- Agency S.O.P. for notifying State Office of temporary change in amount of client's grant.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	3	3	3	3	I.G.18

GOAL:

OBJECTIVE:

TASK: Summarizes/writes/dictates pertinent data for inclusion in case narrative, when responsible relatives cannot or will not assume financial liability, as determined by worker, or does not respond to notification, marking required number of copies of confidential report and file of correspondence with responsible relative for inclusion, in order to submit a report to the Board of Supervisors for adjudication of financial responsibility.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report accurately reflects worker's understanding of the situation.
- Report is as brief as possible, avoids duplication, but includes all data essential to a sound understanding/decision.
- Copies of correspondence/confidential reports are clearly marked for inclusion with the information sheet.

NUMERICAL:

- In X time, fewer than X number of requests from Board of Supervisors for additional information which was available to worker, but not in report.
- In X time, fewer than X number of complaints from supervisor, Board of Supervisors about duplication, wordiness.

TRAINING CONTENT

FUNCTIONAL:

- How to summarize case narratives, collateral information into a brief statement of fact.
- How to assemble records for delivery.
- How to convey own impression of a situation.

SPECIFIC:

- Agency policy for report to Board of Supervisors.
- Conditions that require the filing of report.
- Information required; availability.
- Purpose of the report.
- Specific situation, extenuating circumstances.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lan.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	3	3	I.G.19

GOAL:

OBJECTIVE:

TASK: Upon notification of overissuance of Food Stamp bonus, bonus stamps fraudulently received, or misrepresentation of eligibility and/or issuance information, writes/composes letter to client in order to inform client of discrepancies/violations/amount of money due agency and consequence of/ failure to cooperate/make reimbursement.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Statements are accurate/clear/concise.
- Letter is written promptly upon notification.

NUMERICAL:

- Client is contacted within X number of days after discovery of discrepancy in Food Stamp issuance.
- Less than X% of clients complain that agency letter was inaccurate/unclear/did not explain consequences of situation.
- Out of a sampling of X cases, no more than X clients state that they were not informed of overissuance/discrepancy/violation.

TRAINING CONTENT

FUNCTIONAL:

- Ability to write/compose letter containing specific information.
- How to organize materials.

SPECIFIC:

- Knowledge of agency standard operating procedure for recovering overissuance of Food Stamps, etc.
- Knowledge of specific discrepancies/violations/ amount of money due from specified clients.

Objective | Goal | Organizational Unit

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	75%	5%	20%	2	2	1	3	I.G.20

GOAL:

OBJECTIVE:

TASK: Records/routes client's name/address/notice of denial/change/acceptance to clerical staff for action according to standard operating procedure, in order to ensure client gets written statement of agency action within prescribed time limit.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Information is copied accurately.
- Works with reasonable speed.
- Materials are routed in accordance with agency routing procedures.

NUMERICAL:

- Less than X% of materials are routed incorrectly.
- All materials routed within agency time limits.

TRAINING CONTENT

FUNCTIONAL:

- How to copy information accurately.

SPECIFIC:

- Knowledge of agency routing procedures.
- Knowledge of agency S.O.P. as it relates to the task.
- Knowledge of agency time limits for completing task.

PERFORMANCE STANDARDS | TRAINING CONTENT

ARCHIVE COPY

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	90%	5%	5%	3	3	1	3	I.H. 7

GOAL:

OBJECTIVE:

TASK: Writes/dictates report of investigation/facts/conclusions and agency's action on complaint, in order to make a record of agency's handling of the complaint.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report is accurate/complete.
- Works with reasonable speed.
- Statements are clear and concise.

NUMERICAL:

- Report is completed within X number of days following agency's action on complaint.
- Less than X% of reports are found to contain information that is inaccurate/incomplete/inadequate.

TRAINING CONTENT

FUNCTIONAL:

- Ability to record all appropriate and necessary information and conclusions.
- Verbal communication skills.

SPECIFIC:

- Knowledge of standard operating procedure for reporting final action on complaint.
- Knowledge of findings/conclusions/agency's action concerning complaint.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60%	35%	5%	3	3	1	3	I.H.12

GOAL:

OBJECTIVE:

TASK: Appears/gives testimony at Fair Hearing, making sure all facts are accurately reported, in order to provide Appeals Officer with information upon which to base a decision.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate, statements are clear/concise/easily understood.
- Information presented is accurate.

NUMERICAL:

- Less than X% complain that worker's testimony was inaccurate/incomplete.
- Less than X% complain that worker's attitude/manner was inappropriate at Fair Hearing.
- Worker is always on time for Fair Hearing.

TRAINING CONTENT

FUNCTIONAL:

- Ability to be objective.
- Ability to summarize information and present information in a clear, verbal manner.
- Verbal communication skills.

SPECIFIC:

- Knowledge of Court expectations in giving testimony.
- Knowledge of background/history of specific case.
- Knowledge of Fair Hearings/legal process.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	1A	1A	40%	30%	30%	3	3	3	3	I.J.1

GOAL:

OBJECTIVE:

TASK: Checks client's ID card, receives money for stamps and hands correct amount of food stamps to client, using the Individual Participation Record and making change as necessary, in order to sell food stamps to client.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Client receives food stamps in exchange for cash within a reasonable period of time.
- Worker's manner is pleasant, courteous.

NUMERICAL:

- No more than X mistakes in making change occur over X period of time.
- Client receives correct amount of food stamps in X% cases over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to make change.
- How to verify identification.

SPECIFIC:

- How to determine amount of food stamps due each client by using the Individual Participation Record and identification card.
- Agency S.O.P. for sale of food stamps.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	50%	45%	5%	3	3	3	3	I.J.2

GOAL:

OBJECTIVE:

TASK: Talks with/listens to/asks and answers questions of client owing monies to agency through discrepancies in Food Stamp issuance, following agency S.O.P. for recovery of funds, in order to reach agreement with client on method of repayment of monies due agency.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate/speaks persuasively.
- Statements are clear/concise.
- Worker is understanding/courteous/tactful.

NUMERICAL:

- In less than X% of cases, worker fails to arrive at mutually acceptable method of repayment of monies with client.
- Less than X% of clients complain about worker's attitude/manner in regard to discussion/method of repayment.

TRAINING CONTENT

FUNCTIONAL:

- Communication skills.
- Skill in interpersonal relationships.
- Arithmetic skills.

SPECIFIC:

- Knowledge of standard operating procedure on recovery of funds in Food Stamp Program.
- Knowledge of specific case.
- Knowledge of agency standard on acceptable adjustment.
- Knowledge of amount/reason for discrepancy.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	60%	5%	35%	2	2	3	2	I.J.3

GOAL:

OBJECTIVE:

TASK: Counts/inventories supply of stamps on hand, checking previous use records, in order to obtain information necessary to maintain supply inventory.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Inventory is thorough/complete/accurate.
- Works with reasonable speed.

NUMERICAL:

- Less than X% error in inventory of Food Stamps on hand.
- Food Stamp inventory is always accomplished to allow sufficient time to process order.

TRAINING CONTENT

FUNCTIONAL:

- Ability to count, balance cash/food stamps.
- Ability to compare information.

SPECIFIC:

- Knowledge of specific inventory information required.
- Knowledge of agency S.O.P. for taking inventory.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	85%	5%	10%	2	2	3	2	I.J.4

GOAL:

OBJECTIVE:

TASK: Maintains perpetual inventory/record of cash flow/Food Stamp issuance and balance on hand, in order to record/provide required information for Food Stamp Program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Records are accurate/complete.
- Works with reasonable speed.

NUMERICAL:

- Less than X% error in perpetual inventory/record of cash flow/Food Stamp issuance and balance on hand.
- Inventory/record is always updated daily.

TRAINING CONTENT

FUNCTIONAL:

- Ability to maintain inventory records.
- Knowledge of bookkeeping/ability to balance books.

SPECIFIC:

- Knowledge of location/specific forms to be used.
- Knowledge of agency standards for record keeping.
- Knowledge of information requirements for Food Stamp Program.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	1A	1A	90%	5%	5%	4	4	3	4	I.J.5

GOAL:

OBJECTIVE:

TASK: Adds, totals cash received for the day and coupon books sold during the day, reconciling the totals of each and entering figures on daily tally sheet and deposit slips, in order to determine the total amount of food stamps issued for the day and to balance cash receipts.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is accurate, comprehensive, and works with reasonable speed.
- Figures on daily tally sheet are legible, clear.

NUMERICAL:

- Cash receipts balance X% of the time.
- No more than X instances where supervisor finds inaccuracies in additions over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to compute and perform arithmetic operations.
- How to record figures legibly.
- How to balance cash receipts.

SPECIFIC:

- How to fill out daily tally sheet and bank deposit slips.
- How to determine amount of food stamps and coupon books issued for the day.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	75%	15%	10%	4	4	3	3	I.J.6

GOAL:

OBJECTIVE:

TASK: Deposits cash received for the day into bank account, receiving a receipt for the doposit and processing necessary paper work (deposit slips, daily tally sheet, receipts, etc.) in order to insure safety and accountability for cash received.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is thorough, figures on paperwork are legible.
- Paperwork is processed with reasonable speed and accuracy.

NUMERICAL:

- All money is accounted for each day.
- Daily tally sheets and receipts are kept up-to-date each day.
- No more than X complaints from bank officials that figures on deposit slips are illegible over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to deposit money into a bank account.
- Knowledge of arithmetic and bookkeeping principles.

SPECIFIC:

- How to fill out daily tally sheet, receipts, etc.
- Where money is to be deposited.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	35%	5%	10%	3	3	3	3	I.J.7

GOAL:

OBJECTIVE:

TASK: Prepares "Report of Claim Determination" on client improperly issued bonus Food Stamp coupons, recording necessary information, in order to inform State agency of action and to make recommendations on particular client's case.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Report is accurate/complete.
- Works with reasonable speed.
- Report is prepared promptly upon notice of improperly issued Food Stamp Coupons.

NUMERICAL:

- All "Report of Claim Determination" forms are completed/submitted to State agency within agency time limits.
- Less than X% of "Report of Claim Determination" forms are inadequate/incomplete/erroneous.

TRAINING CONTENT

FUNCTIONAL:

- Ability to record information accurately.
- Communication skills.

SPECIFIC:

- Knowledge of location/use of "Report of Claim Determination."
- Knowledge of agency eligibility guidelines for Food Stamp Program.
- Knowledge of background of specific case.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	85%	5%	10%	2	2	3	3	I.J.8

GOAL:

OBJECTIVE:

TASK: Completes and routes Report of Reduction/Termination of Food Stamp Benefits to State/WSES agencies in order to report reduction/termination of client's Food Stamp benefits.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Forms are completed accurately.
- Works with reasonable speed.

NUMERICAL:

- Less than X% of forms contain incorrect/incomplete/unclear information.
- In less than X% of cases, worker fails to inform appropriate agencies of reduction/termination of client's Food Stamp benefits.
- Less than X% of reports are routed incorrectly.

TRAINING CONTENT

FUNCTIONAL:

- Ability to record information accurately.
- Ability to follow simple routines.

SPECIFIC:

- Knowledge of agency routing procedures.
- Knowledge of form location/use for reporting reduction/termination of Food Stamp benefits to State agency.
- Knowledge of which clients' Food Stamp benefits have been/will be reduced/terminated.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	65%	5%	30%	3	3	3	3	I.J.9

GOAL:

OBJECTIVE:

TASK: Keeps monthly record of beginning inventory/shipments/returns/transfers/ending inventory and book value of Food Stamp books together with a summary of sales, collections and deposits made, in order to prepare/provide the Federal Food and Nutrition Service with a report containing necessary information on the agency's Food Stamp Program.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Reports are accurate/complete.
- Records are legible.
- Report to Federal Food and Nutrition Service is completed within agency time limits.

NUMERICAL:

- In less than X% of cases, report to Federal Food and Nutrition Service is inadequate/incomplete/contains errors.
- Monthly records are always up-to-date.

TRAINING CONTENT

FUNCTIONAL:

- Ability to record information accurately.
- Knowledge of bookkeeping procedure.

SPECIFIC:

- Knowledge of interrelationships of all agency forms and records used in Food Stamp Program.
- Knowledge of specific use of Federal Food Stamp forms.
- Knowledge of information required for Food Stamp reports.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	75%	5%	20%	2	2	2	2	I.J.10

GOAL:

OBJECTIVE:

TASK: Upon receipt of new shipment of Food Stamps, checks/inspects/records serial numbers and quantity received in order to verify that order has been properly filled.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Inspection is thorough/complete.
- Accurately verifies data regarding shipment.
- Works with reasonable speed.

NUMERICAL:

- Less than X% error in recording of serial numbers of Food Stamps.
- Serial numbers are recorded X% of time prior to issuance of Food Stamps.

TRAINING CONTENT

FUNCTIONAL:

- Ability to compare information and specific numbers.
- Ability to record information accurately.

SPECIFIC:

- Knowledge of location of serial numbers and location/use of form to record information.
- Knowledge of quantity of Food Stamps ordered.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	3A	1A	45%	55%	5%	3	3	1	4	I.J.11

GOAL:

OBJECTIVE:

TASK: Makes home visit/talks with/makes note of those clients who are housebound/feeble/physically handicapped/otherwise disabled and unable to prepare meals following agency S.O.P., in order to suggest to client a referral to Social Services unit for "Non-profit meal delivery service."

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate, statements are clear and concise.
- Worker is observant/patient/tactful.

NUMERICAL:

- Less than X% of clients who appear to need service do not receive suggestion that service is available/are not referred to Social Services unit.

TRAINING CONTENT

FUNCTIONAL:

- Ability to ask questions.
- Ability to evaluate information in relation to specified criteria.
- How to draw conclusions from personal observation.

SPECIFIC:

- Knowledge of eligibility requirements for "Non-profit meal delivery service."
- Knowledge of standard operating procedure for referral.
- Knowledge of case history of specific client.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	1A	1A	80%	5%	15%	2	2	3	3	I.J.12

GOAL:

OBJECTIVE:

TASK: Reviews Food Stamp coupon requests received by mail, makes necessary computations and determines coupons alloted/portion requested, recording amount and value in client's file/stamp register/cash flow record, in order to assure that client is entitled to/receives requested Food Stamp coupons.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Computations are accurate.
- Determinations are made promptly.

NUMERICAL:

- Less than X% of error in mailing correct allotment/portion to client within agency time limits.
- Client's file/stamp register/cash flow record is always current.
- Less than X% of Food Stamp coupons mailed are returned to agency because of inaccurate/incomplete/unclear address.

TRAINING CONTENT

FUNCTIONAL:

- Ability to organize materials.
- Ability to record accurate information.
- Ability to perform arithmetic computations.

SPECIFIC:

- Knowledge of agency guidelines regarding mailing of Food Stamp books.
- Knowledge of agency guidelines for Food Stamp Program.
- How to determine number of coupons allotted to client.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	2	1	1	2	I.J.13

GOAL:

OBJECTIVE:

TASK: Addresses/stuffs envelopes with scheduling form and form letter, to clients whose purchasing date has expired, explaining Food Stamp procedures, and delivers to appropriate location for pick-up, in order to send this information to appropriate Food Stamp Program participants.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Proper address is put on envelope and correct forms are enclosed.
- Works with reasonable speed.

NUMERICAL:

- Over X period of time, only X incorrect addresses placed on envelopes.
- Over X period of time, no more than X complaints from recipients that they received incorrect or incomplete information.

TRAINING CONTENT

FUNCTIONAL:

- How to address and stuff envelopes.

SPECIFIC:

- S.O.P. for sending out forms.
- Clients to whom these forms should be sent.
- Clients' addresses.
- Mail pick-up location.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	75%	5%	20%	3	3	3	3	I.J.14

GOAL:

OBJECTIVE:

TASK: Examines, assesses, evaluates, computes from information on Food Stamp application form, verification and documentation provided by applicant, along with information gathered during interview, in relation to eligibility requirements as stated in agency guidelines, in order to make initial determination of applicant's eligibility/ineligibility for Food Stamp Program.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Computations are accurate.
- Works with reasonable speed.

NUMERICAL:

- Less than X% of initial determinations are later found to be erroneous.
- All initial determinations are made within agency time limits.

TRAINING CONTENT

FUNCTIONAL:

- How to assess/coordinate data from several sources.
- Ability to evaluate information in relation to agency guidelines.
- How to perform arithmetic computations.

SPECIFIC:

- Knowledge of agency guidelines for Food Stamp Program.
- Knowledge of case records, where they are located.
- Knowledge of eligibility requirements for Food Stamp program.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	3	3	3	3	I.J.15

GOAL:

OBJECTIVE:

TASK: Reviews/evaluates, makes computation on basis of additional information on income, resources, and family composition supplied by applicant/client in relation to prior agency decision, (i.e., eligibility for Food Stamp Program, amount of coupon allotment), using agency guidelines as necessary, in order to make decision as to whether or not change is warranted.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Computations are accurate.
- Works with reasonable speed.
- Decision made is consistent with agency guidelines/requirements.

NUMERICAL:

- Less than X% of determinations are later found to be erroneous.
- All determinations are made within agency time limits.

TRAINING CONTENT

FUNCTIONAL:

- Ability to evaluate information in relation to specified criteria.
- Knowledge of arithmetic procedure.

SPECIFIC:

- Knowledge of agency guidelines for Food Stamp Program.
- Knowledge of eligibility requirements for the Food Stamp program.
- Knowledge of prior agency decision concerning cases.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1B	1A	40%	55%	5%	2	2	3	2	I.J.16

GOAL:

OBJECTIVE:

TASK: Types/issues "Authorization to Purchase" (ATP) card to eligible client, showing purchase requirement and amount of coupon allotment, in order to enable client to purchase Food Stamp coupons from agency.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- ATP cards are issued promptly.
- Information on cards is accurate/complete.

NUMERICAL:

- All eligible clients receive "Authorization to Purchase" (ATP) card within agency time limits.
- Less than X% of ATP cards contain erroneous information.

TRAINING CONTENT

FUNCTIONAL:

- How to type.
- How to select pertinent information from a mass of data.

SPECIFIC:

- Knowledge of standard operating procedure for issuance of "Authorization to Purchase" (ATP) card.
- Knowledge of agency eligibility guidelines for Food Stamp Program.
- Knowledge of content of card/where supply is located.
- Knowledge of source of information needed to issue card.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	2B	85%	5%	10%	2	2	1	3	I.J.17

GOAL:

OBJECTIVE:

TASK: Completes/types the "Notice of Adverse Action" to client, within agency time limits, when client's change in status increases the purchase requirement or reduces the coupon allotment, or when client's eligibility for Food Stamps is terminated, in order to advise client of reason(s) for change/termination and right to request a Fair Hearing.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is articulate, statements are clear and concise.
- Report is accurate/complete.

NUMERICAL:

- All "Notices of Adverse Action" are mailed to clients within agency time limits.
- Less than 2% of clients complain they did not understand meaning of "Notice of Adverse Action" and/or right to a Fair Hearing.

TRAINING CONTENT

FUNCTIONAL:

- Written communication skills.
- How to type.

SPECIFIC:

- Knowledge of standard operating procedure for change status in Food Stamp Program.
- Knowledge of which clients should receive "Notice of Adverse Action."
- Knowledge of sources of information required to complete "Notice."
- Knowledge of standard operating procedure for Fair Hearing.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	2B	35%	50%	15%	2	2	1	3	I.J.18

GOAL:

OBJECTIVE:

TASK: Completes/types form for transfer of client's case records to another jurisdiction, discusses form with client, explaining the purpose/use of form, following agency S.O.P., in order to assure that client is eligible for Food Stamp coupons in the county to which he is moving.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Form is completed accurately.
- Works with reasonable speed.
- Worker is patient/understanding.

NUMERICAL:

- Less than X% of forms are inaccurate/incomplete.
- Less than X% of clients do not understand use of form.
- All forms for transfer of applicable clients are completed within agency time limits.

TRAINING CONTENT

FUNCTIONAL:

- Ability to fill out forms.
- Ability to copy information accurately.
- How to type.
- Verbal communication skills.

SPECIFIC:

- Knowledge of standard operating procedure for completing form for transfer.
- Knowledge of agency guidelines for transfer of client to another county in Food Stamp Program.
- Knowledge of content/purpose of form/where supply is located.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	2	2B	25%	60%	15%	2	2	1	3	I.J.19

GOAL:

OBJECTIVE:

TASK: Types/issues "Mail Issuance Request" form and explains use of form to client in order to enable client to request Food Stamp books by mail.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Form is accurate/complete.
- Works with reasonable speed.
- Worker is articulate, statements are clear and concise.
- Worker is courteous/patient/tactful.

NUMERICAL:

- Less than X% of clients complain they did not understand worker's explanation of useage of "Mail Issuance Request" form.
- Worker explains to all clients availability of Food Stamp books by mail.

TRAINING CONTENT

FUNCTIONAL:

- How to type.
- Verbal communication skills.

SPECIFIC:

- Ability to explain form use/mailing procedures for Food Stamp books.
- Knowledge of location/use of "Mail Issuance Request" form.
- Knowledge of agency guidelines regarding mailing of Food Stamp books.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1A	85%	5%	10%	1	1	1	2	I.J.20

GOAL:

OBJECTIVE:

TASK: Checks/verifies name of client against names on file following agency S.O.P., in order to identify persons actually participating in Food Stamp program.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately identifies persons participating in Food Stamp program.
- Works with reasonable speed.
- File of persons participating in agency Food Stamp program is kept up-to-date.

NUMERICAL:

- All clients are verified against agency file.

TRAINING CONTENT

FUNCTIONAL:

- Ability to compare information.
- How to use filing system.

SPECIFIC:

- Knowledge of location of Food Stamp files.
- Knowledge of agency checking procedures.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	60	25	15	2	2	1	3	I.J. 21

GOAL:

OBJECTIVE:

TASK: Verifies the status of Food Stamp program for specific clients applying for categorical assistance, clearing record with Food Stamp Unit file clerk, and soliciting information from client, in order to determine what action worker must take, pertinent to client's eligibility for Food stamps.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is careful to check the status of applicants with the Food Stamps Unit.
- Worker's attitude is pleasant, courteous, helpful.

NUMERICAL:

- In X time, fewer than X number of cases in which worker processes categorical assistance, client is later found to be still receiving non-Public Assistance Food Stamps.
- In X time, fewer than X number of complaints from clients that worker was discourteous.

TRAINING CONTENT

FUNCTIONAL:

- How to request specific information clearly and courteously.
- How to conduct simple interview with people of varied social/cultural backgrounds.

SPECIFIC:

- Food Stamp program regulations.
- Who to contact in the Food Stamp Unit.
- Worder action necessitated according to current status of client's Food Stamp program.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3A	1A	1A	80	5	15	3	3	3	3	I.J. 22

GOAL:

OBJECTIVE:

TASK: Transfers client eligibility for food stamp Program from non Public Assistance to Public Assistance program, processing/completing necessary forms according to S.O.P in order to certify client for receipt of food stamps according to Federal regulations.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Certification is complete, accurate, and timely.
- Worker follows S.O.P. in preparation of necessary forms.
- Worker is careful to cancel eligibility for non-Public Assistance Food Stamps.

NUMERICAL:

- In X time, fewer than X number of cases submitted by worker are returned because of errors, omissions.

TRAINING CONTENT

FUNCTIONAL:

- How to fill out forms.
- How to add, subtract numbers, including the use of decimals.
- How to read understand/interpret basic instructions.

SPECIFIC:

- Forms to use in certifying non-Public Assistance Food Stamps.
- Forms to use in certifying client for Food Stamps.
- Eligibility requirements for Food Stamps.
- Location of supplies/forms.
- Knowledge of Federal regulations for receipt of Food Stamps.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5A	1A	1A	90%	5%	5%	5	5	3	5	I.K. 1

GOAL:

OBJECTIVE:

TASK: Examines/evaluates policies and procedures involved in Quality Control programs in relation to state and Federal social service guidelines, in order to recommend adjustments/changes in the policies/procedures which will make them consistent with established guidelines.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Evaluation is comprehensive, complete, and objective.
- Adjustments to the programs are consistent with state and federal social service guidelines.

NUMERICAL:

- No instances of a conflict between established guidelines and policies, procedures are overlooked by worker.
- Evaluation of one program completed within X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to analyze programs in relation to established rules and regulations.

SPECIFIC:

- Content, purpose goals, objectives of Quality Control programs.
- State and Federal rules/regulations that apply to Quality Control program.
- Knowledge of state and Federal social service guidelines.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	5	5	3	4	I-H. 2

GOAL:

OBJECTIVE:

TASK: Determines/decides on policies and procedures for implementing/operating the Quality Control program in the state, amending policies as new situations require, in order to write/compose a plan for the operation of Quality Control using own knowledge of the established Quality Control program and program development and knowledge of Income Maintenance.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Plan is clear, logical, comprehensive.
- Final plan is consistent with established federal, state, and bureau guidelines.
- Plan is completed in a reasonable amount of time.

NUMERICAL:

- No more than X instances in X days where policies/procedures are found to be illogical or impractical to carry out.
- Plan is completed in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- Program development.
- How to decide on policies/procedures which will accomplish/establish goals and objectives.
- Knowledge of Income Maintenance.
- Knowledge of Quality Control.

SPECIFIC:

- Purpose, goals, objectives of Quality Control unit.
- Established Federal, State and Bureau guidelines concerning the operation of Quality Control program/income maintenance program.
- Manpower and financial resources available for program.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	85%	10%	5%	4	4	1	3	I.K. 3

GOAL:

OBJECTIVE:

TASK: Reviews/evaluates/examines Quality Control worksheets and schedules subordinates have completed in order to recommend better procedures and work methods.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Examines and evaluates worksheet impartially and analytically.
- Worksheets are evaluated in a reasonable amount of time.

NUMERICAL:

- Examines/evaluates X worksheets in X time.
- Over X period of time, no more than X complaints from subordinates of biased or improper evaluations of subordinate worksheets or scheduling.

TRAINING CONTENT

FUNCTIONAL:

- How to evaluate subordinates.
- Knowledge of Quality Control.
- See G.E.D.

SPECIFIC:

- Knowledge of subordinates responsibilities.
- Knowledge of worksheets used and agency format for worksheets and scheduling.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	90%	5%	5%	4	4	3	3	I.K. 4

GOAL:

OBJECTIVE:

TASK: Analyzes/evaluates/examines statistical and general data submitted by social worker III's concerning errors made in income maintenance by an employer or client detecting major problem areas, relying on own knowledge of Income Maintenance program policy, guidelines, and agency S.O.P., in order to recommend subjects/areas to which Bureau of Income maintenance staff should direct their immediate attention.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Analyzes data logically and is unbiased in evaluation of it.
- Analyzes data in a reasonable amount of time.
- Detects major problem areas/subjects easily and with speed.

NUMERICAL:

- Analyzes X data within X time.
- Over X period of time fewer than X Social Worker III's complain that the data they submit is not being properly checked.
- Recommended areas/subjects always reflect major problems.

TRAINING CONTENT

FUNCTIONAL:

- How to examine and analyze data for assessment.
- Knowledge of Income Maintenance.
- How to recognize problem areas of income maintenance.

SPECIFIC:

- Types of errors which are made in income maintenance.
- How to recognize problem areas.
- What types of problems warrant immediate attention.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1A	1A	90%	5%	5%	3	2	3	3	I.H. 5

GOAL:

OBJECTIVE:

TASK: Writes/types requested information on field investigation section of Quality Control worksheet, using information received from client and/or collateral interviews, in order to identify method and source of verification of all appropriate factors of eligibility, payment and civil rights.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Accurately identifies method and source of verification of data.
- Task is completed in a reasonable amount of time.

NUMERICAL:

- Less than X% error in entries per Quality Control worksheet.
- All worksheets are completed within agency time limits.
- Worker is able to identify method and source of verification of information in all cases.

TRAINING CONTENT

FUNCTIONAL:

- How to type.
- General knowledge of Quality Control.
- How to select pertinent information from a mass of data.

SPECIFIC:

- Knowledge of content/purpose of Quality Control worksheet.
- Knowledge of agency time limits for completing task.
- How to identify method and source of verification of information.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	45	40	15	2	3	3	3	IK. 6

GOAL:

OBJECTIVE:

TASK: Talks to/listens/asks client questions, using scheduled report form, to gather information needed in order to verify eligibility for Public Assistance, that the correct amount of assistance is being certified, and that the civil rights of recipients are being protected.

Organizational Unit:

Goal

Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker provides clear, accurate description of procedures.
- Interview with client completed with reasonable speed.
- Conclusions are consistent with given information.
- Pleasant, accepting manner towards client.
- Worker is precise, thorough, and prompt in securing needed information.

NUMERICAL:

- No more than X% of clients complain of worker's manner and lack of clarity in questions.
- Worker meets deadline for reports X% of time.
- In direct review of sample cases, fewer than X% show inconsistencies between conclusions of worker and information, an oversight of information, or error in interpreting information.

TRAINING CONTENT

FUNCTIONAL:

- Basic interviewing skills
- How to relate information secured concerning policies, procedures, and eligibility factors
- See G.E.D.
- How to relate/interpret/evaluate a mass of data

SPECIFIC:

- Thorough knowledge of eligibility factors and policy/procedures
- Types of problems most frequently encountered in eligibility review
- How task contributes to subsystem objective

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80	5	15	5	5	1	4	I,K, 7

GOAL:

OBJECTIVE:

TASK: Evaluates statistical analysis from Quality Control, considering the existing worker training programs, manual directives, and the actual phasing in the manual, basing judgment on experience in Income Maintenance field and knowledge of Bureau procedures and objectives in order to pinpoint the cause(s) of repeated errors in use of Income Maintenance and eligibility forms.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Exercises good judgment in determining adequacy of teaching programs for workers.
- Objective in reassessing Bureau policy and possible interpretations (misinterpretations) of manual directives.
- Applies experience and knowledge of field operations to gain insight into problem areas.
- Accurately determines the causes of errors.

NUMERICAL:

- In X time, review of same data by supervisor results in at least X% correlation with worker's results.
- In X time, at least X% of causes isolated by worker can be shown to reduce errors.

TRAINING CONTENT

FUNCTIONAL:

- How to interpret statistical analysis
- How to evaluate training programs
- How to interpret/evaluate manual directives
- How to develop/interpret Bureau policy and translate to manual form
- Extensive knowledge of Income Maintenance

SPECIFIC:

- Knowledge of use of Bureau Manual
- Knowledge of policies/objectives of Bureau
- Knowledge of existing training programs for field workers
- Types of errors frequently being made
- Disposition of information, once causes of errors have been determined

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

MEDICAL SERVICES

(M) 25

A. Physicians
B. Nursing
C. Laberatory Technology
D. Physical Therapy

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4B	1A	45	40	15	5	5	3	5	M.A. 1

GOAL:

OBJECTIVE:

TASK: Discusses data regarding patients with fellow physicians at staff meetings, exploring treatment problems, giving/receiving advice, using own professional knowledge, laboratory, social history findings in order to arrive at treatment plan and to increase staffs awareness and possible solutions.

Organizational Unit

Goal

Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Recommendations are useful and show good judgement.
- Staff is made more aware of problems and possible solutions.
- Recommendations are made in time to alleviate the problem.
- Recommendations are made courteously, according to institution's S. O. P. for meetings.

NUMERICAL:

- Over X period of time, X% of worker's recommendations are put into effect.
- Over X period of time, no more than X number of complaints are received form the staff as to solutions to their problems.

TRAINING CONTENT

FUNCTIONAL:

- Professional knowledge of medicine at the level of physician.
- How to discuss, give advice and give reports to peers/subordinates.
- How to accept and apply advice from colleagues.

SPECIFIC:

- Knowledge of patient records.
- Knowledge of institution's available treatments.
- Knowledge of medical reports given.
- Knowledge of institution's S. O. P. for meetings.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	5	1A	50	45	5	5	5	3	5	M.A. 2

GOAL:

OBJECTIVE:

TASK: Decides vaccine and dosage for, initiates and oversees immunization program, using nursing staff according to standard hospital procedure and patient's need, on order to immunize a number of people.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- A particular illness is prevented completely from infecting institution's residents/personnel.
- The immunization program is well organized.
- The immunization program is completed in a reasonable amount of time.

NUMERICAL:

- Over X period of time, no more than X number of cases of the illness are reported in the institution.
- Over X period of time, no more than X number of complaints are received as to the immunization program's organization.
- The immunization program is completed in X number of days from when need for it was first recognized.

TRAINING CONTENT

FUNCTIONAL:

- Professional knowledge of medicine at the level of physician.

SPECIFIC:

- Knowledge of each patient's allergies.
- Knowledge of nursing staff.
- Knowledge of institution's S. O. P. for immunizations.
- Knowledge of contageous illnesses threatening area.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	45	50	5	5	5	3	5	M.A. 3

GOAL:

OBJECTIVE:

TASK: Talks to/converses with nursing staff, expressing an open, non-critical attitude toward any lack of professional knowledge, in order to promote and develop a positive learning climate.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Has pleasant, positive attitude when discussing learning with nursing staff.
- Has non-critical attitude toward any lack of knowledge.

NUMERICAL:

- Only X complaints over X period of time about worker's manner.
- Over X period of time, nursing supervisors note attitude improvements in X nursing staff members, due to worker's conversations.

TRAINING CONTENT

FUNCTIONAL:

- How to maintain supportive/non-judgemental attitude when dealing with other workers.
- Professional knowledge of nursing to level of registered nurse.

SPECIFIC:

- Specific staff attitudes/training needs.
- The best location/emotional atmosphere in which to have discussions with nursing staff.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

• PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	1A	1A	80	5	15	5	5	1	5	M.A. 4

GOAL:

OBJECTIVE:

TASK: Examines/evaluates social/medical history, clinical data concerning client's physical/mental condition in relation to urgency, special treatment that may be needed, using own knowledge of treatment/therapy facilities available in order to determine disposition of case for treatment.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Conclusion is consistent with data.
- All factors and variables are considered.
- Referrals reflect good judgment.

NUMERICAL:
- Institutions/hospital accept X% of referrals.
- Over a specific period of time, fewer than X complaints that all factors were not considered.

TRAINING CONTENT

FUNCTIONAL:
- Knowledge of Social Services
- How to evaluate social/medical history information
- How to evaluate clinical data

SPECIFIC:
- Treatment/therapy facilities available at the hospital/institutions
- Specific case material
- Where to obtain needed information
- How to make a referral

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
5B	4C	3A	45	35	20	6	5	3	5	M.A. 5

GOAL:

OBJECTIVE:

TASK: Examines a patient, asking questions, noting symptoms, employing laboratory tests and using various instruments, as needed, consulting patient's medical record, and evaluation information received from examination, in order to identify/diagnose patient's ailment and prescribe a remedy for it.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's examination is thorough and skillful.
- Worker's manner is soothing, objective and respectful toward patient.
- Worker's diagnosis and prescription are accurate.

NUMERICAL:

- Over X period of time, no more than X% of worker's examinations were found to be faulty or superficial.
- Over X period of time, no more than X% of complaints are received as to worker's manner.
- Over X period of time, no more than X% of worker's diagnoses and/or prescriptions are found to have been inaccurate and/or harmful to the patient.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of medicine at the level of physician.
- How to put a person who is physically ill
- at their ease.

SPECIFIC:

- Knowledge of the patient, his symptoms and personality.
- Knowledge of drugs and/or treatment to prescribe for a specific patient.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	40%	55%	5%	4	4	1	4	M.A. 6

GOAL:

OBJECTIVE:

TASK: Discusses client's condition with nursing home manager/owner, emphasizing the client's progress/ improved condition and his ability to function outside the nursing home, in order to encourage the manager/owner to cooperate in releasing the client from the nursing home.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker's manner is persistent, yet pleasant.
- Worker exhibits concern for patient in his discussion with nursing home manager.

NUMERICAL:

- X% nursing home managers talked with cooperate with worker over X period of time.
- No more than X instances over X period of time arise where supervisor notes the worker not considering the best interests of his client when talking with the nursing home manager.

TRAINING CONTENT

FUNCTIONAL:

- Some knowledge of Social Work.
- How to be convincing.
- Function of nursing homes.
- Knowledge of health care practices.

SPECIFIC:

- Client's present health and the extent of his ability to function independently.
- Specific nursing home manager's personalities and past.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	35%	60%	5%	4	4	1	4	M.A. 7

GOAL:

OBJECTIVE:

TASK: Talks with/discusses an individual's situation with concerned relatives and/or friends, assuring them that the person is capable of taking care of himself and does not need any additional services (nursing home care, homemaker, etc.) in order to convince them that the individual does not need In-Patient Treatment and Care.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is understanding, sympathetic.
- Relatives/friends understand worker's reasons for advising against in-patient treatment and care.

NUMERICAL:

- In X% cases, family/friends agree with worker's suggestions over X period of time.
- No more than X complaints about worker's manner/attitude over X period of time.

TRAINING CONTENT

FUNCTIONAL:

- How to be convincing.
- How to apply conseling/social work skills.
- Awareness of medical services offered in the state.
- Knowledge of health care practice/principles.

SPECIFIC:

- Reasons relatives/friends have for notifying worker of a need for medical services.
- Individual's medical, social situation and his living arrangements.
- What services, goals and objectives are involved in In-Patient Treatment and Care.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4C	2A	20	60	20	3	4	1	3	M.B. 1

GOAL:

OBJECTIVE:

TASK: Gently inserts catheter into patient's urinary tract and bladder, as prescribed by physician, reassuring and calming patient, using professional medical knowledge, and following hospital S. O. P. for urinary catheterization so as to aid the patient's excretory process.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Catheter is inserted as painlessly as possible.
- Worker's manner is calming and respectful.
- Catheter is inserted in a reasonable amount of time.
- Once inserted, catheter functions correctly.

NUMERICAL:

- Over X period of time, no more than X number of valid complaints are received as to pain, bleeding or an infection caused by catheter.
- Over X period of time, no more than X% of patients complain of worker's manner.
- Catheter is inserted in no more than X number of minutes.

TRAINING CONTENT

FUNCTIONAL:

- Professional knowledge of nursing to the level of Registered Nurse.

SPECIFIC:

- Knowledge of physician's prescription.
- Knowledge of patient.
- Knowledge of hospital S. O. P. for urinary catheterization.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
2	1B	1B	15	35	50	2	3	1	1	M.B. 2

GOAL:

OBJECTIVE:

TASK: Attaches/places electrodes on patient's chest using a jelly type adhesive, following S. O. P. for electrocardiograms, in order to connect the patient to the machine for the electrocardiogram test.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Electrodes are attached to the proper area of the chest.
- Worker is gentle and patient.
- Worker exercises necessary precautions for running accurate tests.

NUMERICAL:

- On a spot check by supervisor, the electrodes are always properly attached.
- The patient is prepared and ready by the scheduled testing time.

TRAINING CONTENT

FUNCTIONAL:

- Requirements for the placement of electrodes for an electrocardiogram.
- Technical knowledge as it applies to electrocardiograms.

SPECIFIC:

- S. O. P. for electrocardiograms.
- Location of work aides (i.e., adhesive jelly).

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4C	1A	20	65	15	3	3	1	2	M.B. 3

GOAL:

OBJECTIVE:

TASK: Removes intravenous apparatus from patient upon prescription of physician, carefully removing adhesive from patient's forearm and gently withdrawing needle from vein, applying antiseptic and bandage to puncture using professional medical knowledge, in order to discontinue intravenous feeding.

PERFORMANCE STANDARDS

DESCRIPTIVE:
- Intravenous apparatus is removed from patient's arm as painlessly as possible.
- Intravenous apparatus is removed correctly and speedily.
- Antiseptic and bandage are applied consistently.

NUMERICAL:
- Over X period of time, no more than X number of intravenous removals are performed incorrectly and/or carelessly.
- An antiseptic and bandage are applied after every intravenous removal.

TRAINING CONTENT

FUNCTIONAL:
- How to comfort a patient
- How to remove intravenous apparatus
- How to apply an antiseptic and bandage

SPECIFIC:
- Knowledge of S.O.P. in hospital for intravenous removal
- Knowledge of physician's prescription
- Knowledge of patient

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3B	1A	10%	85%	5%	3	3	1	3	M.B. 4

GOAL:

OBJECTIVE:

TASK: Encourages/persuades client to follow physician's prescription/treatment plan, resolving client's worries and eliminating any minor barriers, using own knowledge of client and his situation and referring to doctor's prescription and plan, in order to convince client to follow physician's advice.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker puts client at ease and persuades him successfully.
- Worker is respectful and tactful with client.
- Worker exercises good judgement in eliminating any barriers which trouble client.

NUMERICAL:

- Over X period of time no more than X% of worker's clients complain of worker's manner.
- Over X period of time no more than X% of worker's clients fail to follow doctor's advice due to barriers worker failed to eliminate.

TRAINING CONTENT

FUNCTIONAL:

- How to persuade people.
- How to solve minor problems which prevent a person from following a physician's advice.

SPECIFIC:

- Knowledge of specific patient.
- Knowledge of barriers confronting a specific client and how to overcome them.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	35%	60%	5%	4		1	4	M.B. 5

GOAL:

OBJECTIVE:

TASK: Talks to client about his physical health and/or living arrangements, encouraging him to seek a physician's/public health nurse's opinion regarding these areas in order to convince the client to seek aid in resolving problems concerning physical health or living arrangements.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Shows concern and interest in client's situation.
- Worker's manner is pleasant and his discussion is easy to comprehend.
- Discussion is presented in a positive manner.

NUMERICAL:

- No more than X complaints, over X period of time, concerning worker's manner.
- X% of clients, over X period of time, express an interest in obtaining a professional opinion, after consulting with worker.

TRAINING CONTENT

FUNCTIONAL:

- How to encourage someone to take a specific course of action.
- How to help others without being authoritative.
- Knowledge of social work principles.

SPECIFIC:

- Medical services/living arrangements available to client.
- Nature of client's problems, reasons he has not sought medical services prior to contact with the social worker.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	3A	1A	35%	60%	5%	4	3	1	4	M.B. 6

GOAL:

OBJECTIVE:

TASK: Talks to/discusses with a client residing in a nursing home his improved condition, ability to function with less care, encouraging self reliance and discussing benefits of foster/family life/home living in order to persuade the client to seek an alternative living arrangement.

Organizational Unit | Goal | Objective

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is friendly, pleasant and tactful.
- Worker is encouraging and assuages clients fears.
- Clearly describes the benefits for the client. in clearly understood manner.

NUMERICAL:

- In X time fewer than X complaints from nursing home personnel that the client was unduly upset after the discussion.
- Over X period, X% of clients are persuaded to try adult foster care.

TRAINING CONTENT

FUNCTIONAL:

- How to work with and encourage elderly people.
- Knowledge of social work as it relates to older clients.
- Knowledge of health care principles/practices.

SPECIFIC:

- Knowledge of the purposes and objectives of Adult Foster Care.
- Knowledge of the client's capabilities, personality, his particular problems and health.
- Knowledge of alternate living arrangements available to the client.

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	3A	1A	35%	60%	5%	4	4	1	4	M.B. 7

GOAL:

OBJECTIVE:

TASK: Talks/listens/discusses with client, the possibility of residence in a nursing home/convalescent home/hospital, emphasizing and explaining the positive aspects of a change in living arrangements for the client, in order to encourage client to consider in-patient care.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Shows concern and interest in client's situation.
- Worker's information is reliable.
- Discussion is clear and presented in a positive manner.

NUMERICAL:

- No more than X instances, over X period of time, where worker misrepresented in-patient care to a client.
- Upon review, supervisor notes no more than X instances, in X period of time, where worker was indifferent to the client's concerns.
- X% of clients, over X period of time, entered a nursing home, convalescent home or hospital after consulting with worker.

TRAINING CONTENT

FUNCTIONAL:

- How to encourage someone to take a specific course of action.
- How to relate to, and empathize with clients.
- Knowledge of health care services.

SPECIFIC:

- Resources/services available to client.
- Client's situation; positive reasons for considering in-patient care.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	35%	60%	5%	3	3	1	4	M.B. 8

GOAL:

OBJECTIVE:

TASK: Asks questions/discusses medical problems of prospective clients with doctor, following agency S.O.P. in order to obtain information on which to base a decision concerning referral of clients for homemaker services.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is pleasant and courteous.
- Worker explains fully why such information is needed.
- Worker respects the confidentiality of the information.

NUMERICAL:

- No more than X complaints are received from doctors over X period of time concerning worker's manner.
- No more than X complaints from clients over X period of time that worker did not respect confidentiality of information.

TRAINING CONTENT

FUNCTIONAL:

- How to ask questions in a courteous manner.
- Knowledge of Homemaker Services - its functions and limitations.
- Knowledge of other agencies in Department of Social Services.
- Knowledge of health care.

SPECIFIC:

- Knowledge of client's doctors.
- Knowledge of how to refer clients to another agency.
- Knowledge of agency rules concerning confidential information.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	2	1A	45%	50%	5%	4	4	1	3	M.B. 9

GOAL:

OBJECTIVE:

TASK: Talks with and discusses medical situation with client, identifying and planning for the removal of barriers which prevent the client from receiving medical care, using own evaluation of client's situation, in order to assist client in applying for medical services.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker discusses client's situation thoroughly.
- Worker develops successful plans to overcome barriers.
- Worker is tactful and understanding.

NUMERICAL:

- Over X period of time, no more than X% of worker's clients complain of neglect and/or lack of medical services.
- Over X period of time, no more than X% of worker's clients complain about worker's manner.

TRAINING CONTENT

FUNCTIONAL:

- How to put people at their ease so that they freely discuss their problems.
- How to help a person overcome minor difficulties.

SPECIFIC:

- Knowledge of client, his situation and barriers to medical services.
- Knowledge of facilities/services available to overcome barriers.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	2	1A	40%	55%	5%	4	4	1	4	M.B. 10

GOAL:

OBJECTIVE:

TASK: Discusses/explains Early and Periodic Screening and Diagnosis to Aid to Dependent Children (ADC) recipients, responding to questions in order to inform them of the availability/desirability of this service.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Explanation is clear, concise.
- Worker's manner is pleasant.
- Questions are responded to immediately or the answers are provided within a reasonable period of time.

NUMERICAL:

- No more than X instances over X period of time, where worker does not relate necessary information to a qualified recipient.
- No more than X complaints over X period of time concerning worker's manner or clarity of his statements

TRAINING CONTENT

FUNCTIONAL:

- How to explain a service in a clear manner.
- How to respond to questions or find the answers to them.

SPECIFIC:

- Policies/procedures involved in Early and Periodic Screening and Diagnosis.
- Recipient's family situation, i.e., need for Early and Periodic Screening and Diagnosis.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	4C	1A	35%	50%	15%	3	3	3	3	M.B. 11

GOAL:

OBJECTIVE:

TASK: Hands/gives patient prescribed medicine, assisting him as necessary, taking readings of patient's temperature, blood pressure, respiration, noting changes outside acceptable range, in order to carry out physician's prescription.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Physician's prescription is carried out efficiently, promptly, and accurately.
- Prescription is carried out in a reasonable amount of time.

NUMERICAL:

- Over X period of time, no more than X number of complaints are received from physicians that their prescriptions are not being followed.
- Prescription is carried out in no more than X number of minutes when first prescribed by doctor.

TRAINING CONTENT

FUNCTIONAL:

- How to check a patient's vital signs.
- How to follow and/or read doctor's prescriptions.
- How to assist patient in taking medicine.

SPECIFIC:

- Knowledge of doctor's prescription.
- Knowledge of patient.
- Knowledge of location and methods of administration of medicine.

Objective | Goal | Organizational Unit

ADMINISTRATIVE TASK

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1B	1A	20%	50%	30%	2	2	1	2	M.R. 12

GOAL:

OBJECTIVE:

TASK: Dispenses oral medications (pills, solutions), set up by nurse/assistant, to patients at specified times during the day, following S.O.P. in order to insure that patients receive proper medication.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Medication is dispensed to proper patient - worker carefully identifies before giving medication to him.
- Worker is courteous and has an unoffensive manner.
- Worker dispenses medications in a reasonable amount of time.

NUMERICAL:

- No patient gets the wrong medication/no patient gets medication not prescribed.
- No more than X number of patients complain of worker's manner in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to identify patients.
- How to be cheerful and courteous.
- See G.E.D.

SPECIFIC:

- Knowledge of specific times medications are to be dispensed.
- Knowledge of where to find medications to dispense.
- Knowledge of what action to take if patient does not appear for or refuses his medication.

Objective | Goal | Organizational Unit

ADMINISTRATIVE-TYPE

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1B	1A	30%	40%	30%	2	2	1	2	M.B. 13

GOAL:

OBJECTIVE:

TASK: Delivers meal/snack trays to patient-inmates in hospital ward/collects trays after inmate has finished eating, checking to insure that all utensils/dishes are on tray, in order to serve meal/snack to inmate-patient.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Proper tray is delivered to proper inmate-patient.
- Worker's manner is cheerful and courteous.
- Worker carefully checks for presence of all utensils/dishes when picking tray up.
- Worker delivers trays quickly so food does not get cold.

NUMERICAL:

- All utensil/dishes are picked up with tray.
- No more than X complaints are received from patients that food is cold due to incompetence of worker, or that worker's manner is offensive over X period of time.
- Proper trays are delivered to the proper inmate-patient X% of the time.

TRAINING CONTENT

FUNCTIONAL:

- How to account for correct number of utensils/dishes on food tray.
- How to deliver food trays.
- How to serve bed patients.
- How to be cheerful and courteous.
- See G.E.D.

SPECIFIC:

- Knowledge of how to match recipients and proper food trays.
- Knowledge of when to deliver meals.
- Knowledge of what to do if there is no tray for patients.
- Knowledge of institutional S.O.P. for utensils/dishes in inmate's possession.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
3B	1A	1A	70%	5%	25%	2	3	3	4	M.B. 14

GOAL:

OBJECTIVE:

TASK: Selects prepared medications and places them in the proper patient bin on the medication cart, checking the cardex file for the medication and dosage for each patient in order to prepare the cart for delivery to the wards.

Objective | Goal | Organizational Unit

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Correct medications are selected for each patient and placed in proper bin.
- Carefully checks the cardex file for correct prescription.
- Works with reasonable speed.

NUMERICAL:

- No more than X errors over X period of time in putting medications in the bins.
- The medications are ready by X time for each shift.
- Cardex files are checked for all (100%) of patients for whom medication is placed on the cart.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of how to handle medications.
- How to read a cardex file for prescriptions.
- Sufficient knowledge of medications to recognize irregularities to prevent errors.

SPECIFIC:

- Where the various medications are located.
- Cross checking procedures for medications and dosage.
- Time the medications must be sent to the wards.
- Location of cardex files and how to use them.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1A	25%	5%	70%	2	2	1	2	M.B. 15

GOAL:

OBJECTIVE:

TASK: Restocks shelves in pharmacy, periodically or as needed, with supplies (drugs/solutions/pill bottles/etc.) according to S.O.P. and pharmacist's direction in order to keep a supply of pharmaceuticals readily accessible.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker places supplies in correct spot on shelf.
- Worker works with reasonable speed, but is careful.

NUMERICAL:

- No more than X complaints are received from pharmacist that worker failed to follow instructions.
- Worker restocks shelves in X amount of time.

TRAINING CONTENT

FUNCTIONAL:

- How to arrange articles on a shelf for easy accessability.
- Familiarity with drugs and pharmaceutical terms.

SPECIFIC:

- Knowledge of how drugs are to be arranged on shelf.
- Knowledge of where supplies are kept.
- Knowledge of how much of a supply is usually kept on hand.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
4	4A	1A	45	40	15	5	5	3	4	M.C. 1

GOAL:

OBJECTIVE:

TASK: Discusses/explains the results of various medical tests and films for which worker is responsible (i.e., electroencephalogram, echoencephalogram, etc.) with doctor following S. O. P. in order to inform the doctor of the test results.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Supplies physicians with reliable information.
- Information is accurate, concise, and complete.
- Worker is prompt and courteous.

NUMERICAL:

- Over X period of time, fewer than X complaints from physicians that the test results are unclear, inaccurate.
- All pertinent information is always reported.

TRAINING CONTENT

FUNCTIONAL:

- Professional knowledge of laboratory technology to level of professional laboratory technique.
- Working knowledge of tests such as:
  - Electroencephalogram
  - Echoenephalogram
  - Electro-cardiogram
  - X-rays
- See G.E.D.

SPECIFIC:

- How the test results relate to patient's condition.
- S. O. P. for filing/reporting test results.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	1A	1C	50	5	45	2	2	2	2	M.C. 2

GOAL:

OBJECTIVE:

TASK: Mixes proper ingredients (solution concentrate and distilled water)/heats solution to proper temperature according to S. O. P. in order to make a supply of required solution (boric acid, renacedin) available for use.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Correct amounts of required ingredients are used.
- Solution is heated to correct temperature for correct period of time.
- Worker makes correct amount of solution.
- Worker works in a safe manner.

NUMERICAL:

- Worker makes X amount of solution in X amount of time.
- No more than X compaints are received form persons using solution that is was not prepared correctly.

TRAINING CONTENT

FUNCTIONAL:

- Knowledge of basic laboratory procedures.
- General safety precautions.

SPECIFIC:

- Knowledge of S. O. P. relating to which mixture to prepare, when to prepare them, and how to prepare them.
- Knowledge of where to secure ingredients and where to store solution.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS

TRAINING CONTENT

Data	People	Things	Data	People	Things		Reas.	Math.	Lang.	
W. F. - LEVEL			W. F. - ORIENTATION			INSTR.	G. E. D.			TASK NO.
1	4C	1A	20%	70%	10%	2	2	1	2	M.D. 1

GOAL:

OBJECTIVE:

TASK: Exercises (bends, flexes) joints/muscles of residents in the normal range of motion as prescribed by supervisor, in order to provide exercise and prevent stiffness.

PERFORMANCE STANDARDS

DESCRIPTIVE:

- Worker is gentle.
- Worker flexes/bends joints in the normal range of motion.
- Worker follows the prescribed amount of exercise.

NUMERICAL:

- In X time fewer than X valid complaints (as judged by supervisor) from residents about worker being rough or over-taxing the resident.
- Worker exercises all joints, etc. as prescribed.

TRAINING CONTENT

FUNCTIONAL:

- How to work with elderly people.
- Understanding of elderly people's behavior.
- Knowledge of appropriate range of motion exercises.

SPECIFIC:

- Knowledge of which residents need range of motion exercises.
- Knowledge of the prescribed exercises for each resident.
- Purpose of range and motion exercises.

Organizational Unit | Goal | Objective

ADMINISTRATIVE INFO.

PERFORMANCE STANDARDS | TRAINING CONTENT